

# **Maricopa County**

## **Employee Benefits Survey**

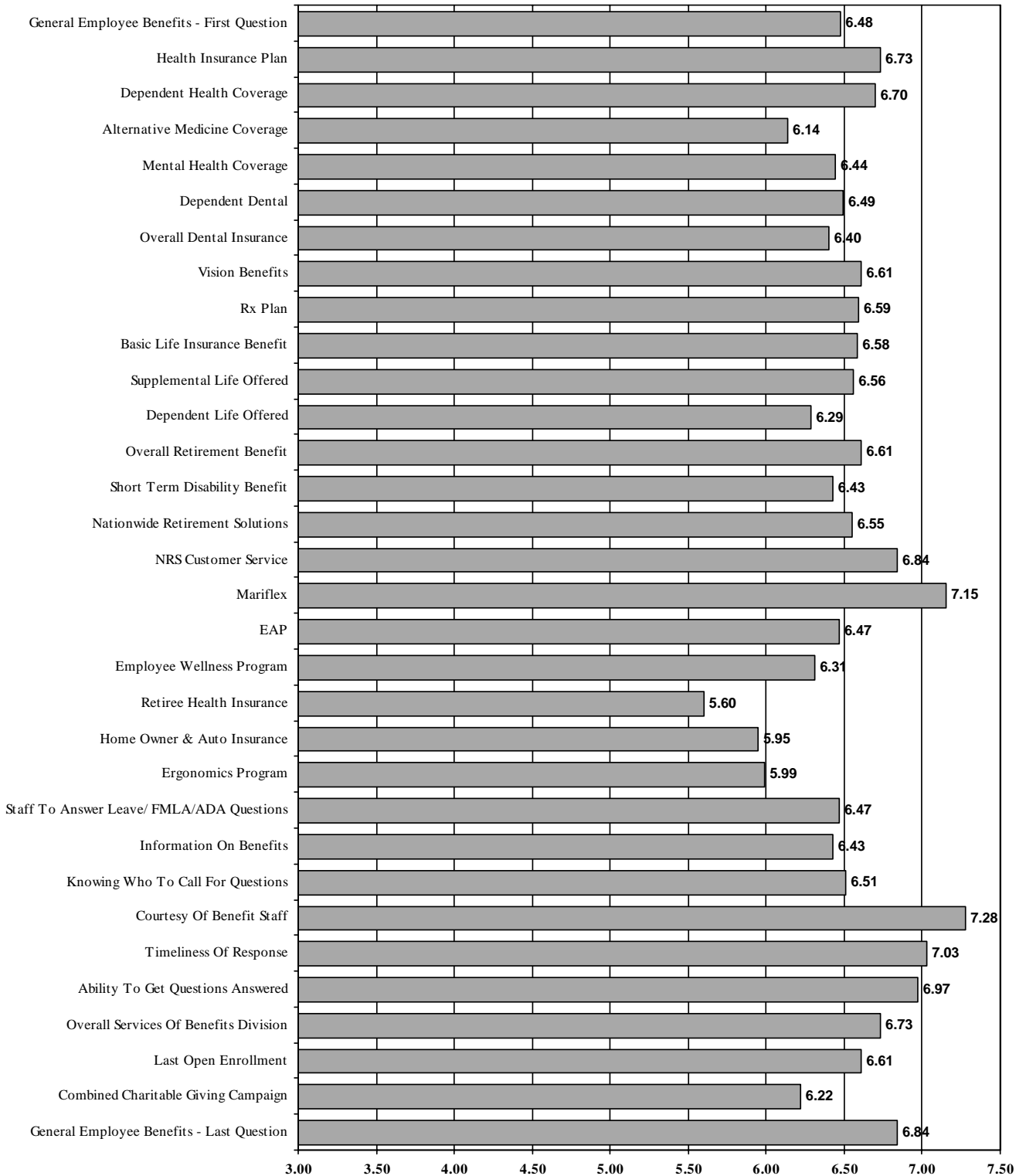
### **2005-2006**



# EMPLOYEE BENEFIT SURVEY

## Satisfaction Scores

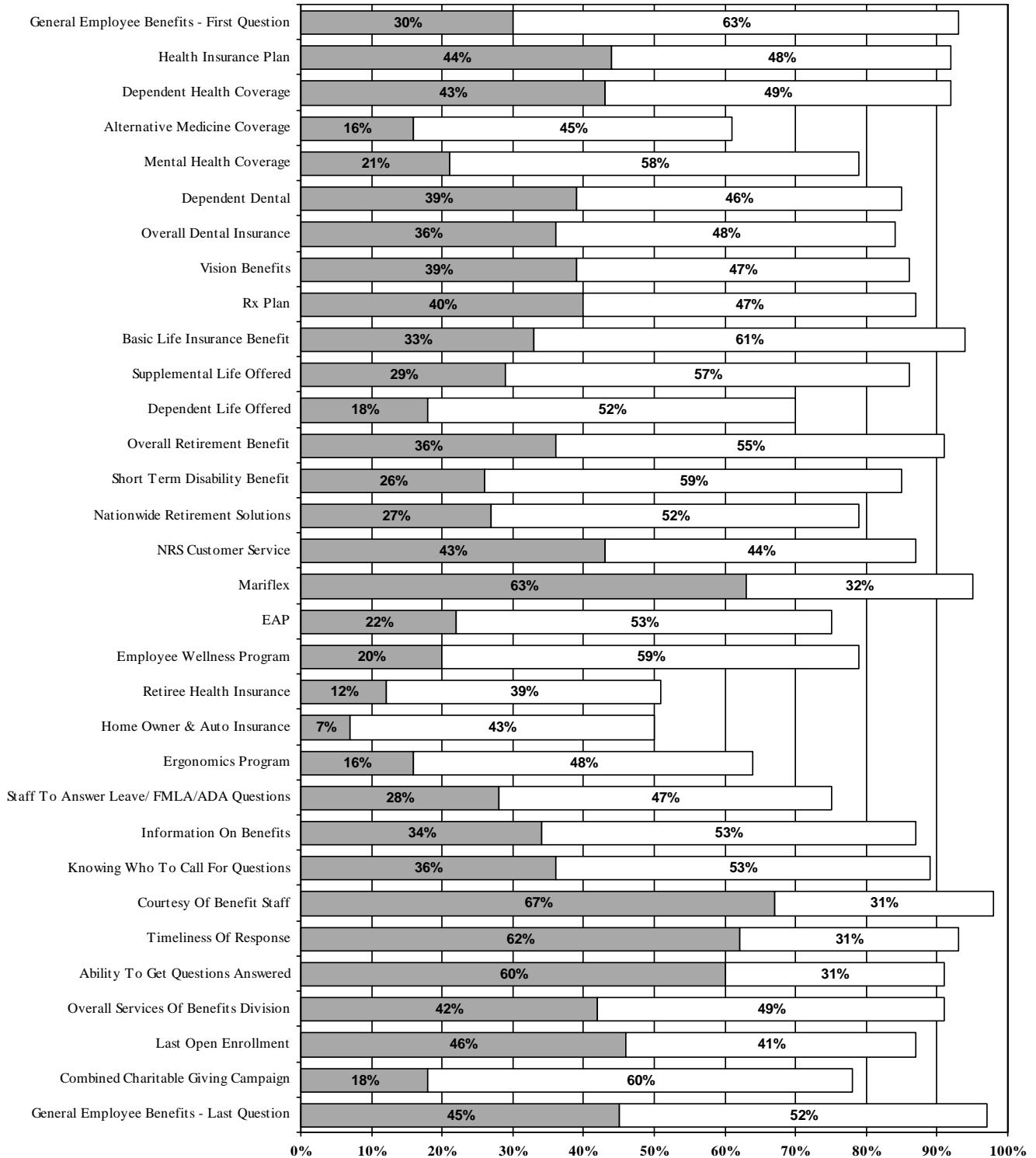
### 2005-2006



# EMPLOYEE BENEFIT SURVEY

## Satisfaction With Items

### 2005-2006



# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 1: GENERAL SATISFACTION WITH BENEFITS**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>General Satisfaction With Employee Benefits - First Question</b>	<b>Very Satisfied</b>	13%	20%	22%	30%	25%	30%
	<b>Satisfied</b>	68%	66%	68%	63%	66%	63%
	<b>Dissatisfied</b>	15%	11%	8%	6%	6%	5%
	<b>Very Dissatisfied</b>	3%	2%	1%	0%	1%	1%
	<b>Don't Know, Refused</b>	1%	1%	1%	1%	2%	1%
<b>General Satisfaction With Employee Benefits - Last Question</b>	<b>Very Satisfied</b>	21%	32%	29%	38%	36%	45%
	<b>Satisfied</b>	66%	59%	62%	56%	58%	52%
	<b>Dissatisfied</b>	9%	7%	7%	5%	3%	2%
	<b>Very Dissatisfied</b>	2%	1%	1%	1%	1%	1%
	<b>Don't Know, Refused</b>	2%	1%	1%	0%	2%	1%
<b># of Respondents</b>		<b>705</b>	<b>779</b>	<b>864</b>	<b>810</b>	<b>865</b>	<b>962</b>

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 2: AGREEMENT WITH STATEMENTS ABOUT BENEFITS**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
<b>Benefits Explained Well When You Started With M.C.</b>	<b>Strongly Agree</b>	15%	23%	22%	24%	19%	25%
	<b>Agree</b>	61%	59%	61%	60%	63%	59%
	<b>Neither Agree Nor Disagree</b>	3%	1%	0%	0%	1%	0%
	<b>Disagree</b>	14%	12%	11%	10%	10%	10%
	<b>Strongly Disagree</b>	4%	3%	3%	1%	2%	3%
	<b>Don't Know, Refused</b>	4%	2%	3%	3%	5%	2%
<b>Know Where To Get Information Regarding Benefits</b>	<b>Strongly Agree</b>	20%	26%	29%	30%	22%	29%
	<b>Agree</b>	64%	60%	57%	60%	66%	60%
	<b>Neither Agree Nor Disagree</b>	3%	1%	0%	1%	2%	1%
	<b>Disagree</b>	11%	11%	11%	9%	8%	8%
	<b>Strongly Disagree</b>	1%	1%	2%	0%	1%	1%
	<b>Don't Know, Refused</b>	2%	1%	1%	1%	2%	1%
<b>County Benefits As Good As Other Valley Employers</b>	<b>Strongly Agree</b>	12%	21%	22%	26%	23%	31%
	<b>Agree</b>	44%	46%	47%	45%	50%	46%
	<b>Neither Agree Nor Disagree</b>	3%	3%	1%	2%	4%	1%
	<b>Disagree</b>	25%	18%	15%	12%	10%	10%
	<b>Strongly Disagree</b>	7%	4%	3%	2%	2%	2%
	<b>Don't Know, Refused</b>	9%	9%	12%	12%	11%	11%
<b>County Benefit Program Meets Needs</b>	<b>Strongly Agree</b>	12%	21%	20%	27%	24%	28%
	<b>Agree</b>	65%	62%	67%	61%	65%	63%
	<b>Neither Agree Nor Disagree</b>	4%	2%	0%	0%	1%	1%
	<b>Disagree</b>	17%	12%	10%	9%	8%	7%
	<b>Strongly Disagree</b>	2%	2%	1%	1%	1%	1%
	<b>Don't Know, Refused</b>	1%	1%	1%	1%	1%	1%
<b># of Respondents</b>		<b>705</b>	<b>779</b>	<b>864</b>	<b>810</b>	<b>865</b>	<b>962</b>

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 3: IMPORTANCE OF HEALTH INSURANCE**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Health Insurance</b>	<b>Critical</b>	63%	64%	61%	64%	63%	63%
	<b>Very Important</b>	30%	31%	34%	30%	31%	31%
	<b>Somewhat Important</b>	3%	4%	4%	2%	3%	4%
	<b>Somewhat Unimportant</b>	0%		0%	0%		1%
	<b>Not Important At All</b>	2%	1%	1%	3%	2%	2%
	<b>Don't Know, Refused</b>	0%		0%	0%	1%	0%
<b>Health Insurance Allowing Any Dr.</b>	<b>Critical</b>	22%	22%	20%	21%	16%	24%
	<b>Very Important</b>	58%	61%	62%	61%	65%	56%
	<b>Somewhat Important</b>	15%	13%	14%	13%	14%	17%
	<b>Somewhat Unimportant</b>	2%	1%	1%	1%	1%	2%
	<b>Not Important At All</b>	2%	3%	3%	3%	4%	1%
	<b>Don't Know, Refused</b>	1%	0%	1%	1%	1%	1%
<b>Limit Dr. Choice But Less Expensive</b>	<b>Critical</b>	5%	6%	6%	5%	5%	7%
	<b>Very Important</b>	23%	26%	33%	30%	32%	28%
	<b>Somewhat Important</b>	30%	31%	28%	29%	28%	36%
	<b>Somewhat Unimportant</b>	14%	16%	11%	7%	5%	11%
	<b>Not Important At All</b>	26%	21%	21%	24%	29%	17%
	<b>Don't Know, Refused</b>	2%	1%	2%	5%	2%	2%
<b>Dependent Health Insurance</b>	<b>Critical</b>	29%	26%	24%	25%	21%	31%
	<b>Very Important</b>	42%	47%	48%	49%	51%	41%
	<b>Somewhat Important</b>	5%	6%	5%	4%	4%	6%
	<b>Somewhat Unimportant</b>	2%	2%	1%	1%	0%	2%
	<b>Not Important At All</b>	20%	18%	20%	20%	22%	20%
	<b>Don't Know, Refused</b>	2%	0%	2%	1%	1%	1%
<b>Cash Option in Lieu of Co. Contribution</b>	<b>Critical</b>	7%	4%	5%	5%	4%	7%
	<b>Very Important</b>	25%	27%	31%	32%	34%	29%
	<b>Somewhat Important</b>	23%	23%	17%	18%	14%	22%
	<b>Somewhat Unimportant</b>	9%	8%	4%	5%	3%	7%
	<b>Not Important At All</b>	30%	32%	30%	32%	35%	31%
	<b>Don't Know, Refused</b>	7%	6%	13%	7%	10%	4%
<b># of Respondents</b>		<b>705</b>	<b>779</b>	<b>864</b>	<b>810</b>	<b>865</b>	<b>962</b>

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 4: HEALTH INSURANCE COVERAGE**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
Contact For Health Insurance Questions	No County Insurance	6%	6%	5%	9%	9%	10%
	County Benefit Dept	21%	26%	22%	19%	24%	20%
	Dept. Liason	17%	17%	18%	15%	18%	17%
	Cigna, Health Select	28%	28%	30%	29%	24%	22%
	Benefits Phone Line	5%	4%	7%	9%	9%	9%
	E.B.C., Cnty Web Site	4%	7%	8%	12%	9%	15%
	Other	12%	5%	0%	1%	1%	0%
	Not Asked		0%				
	Don't Know, Refused	7%	6%	10%	6%	7%	7%
Enrolled In County Health Plan	No	12%	11%	10%	11%	12%	13%
	Yes	88%	89%	90%	89%	88%	87%
# of Respondents		705	779	864	810	865	962
Health Plan Membership - From Records	Health Select	11%	15%	15%	19%	16%	14%
	Health Select II					0%	1%
	CIGNA-PO	56%	53%	59%		1%	1%
	CIGNA-POP	10%	9%		51%	47%	47%
	CIGNA-HMO	9%	10%	14%	17%	22%	21%
	CIGNA-PPO			1%	2%		
	CIGNA-POII					1%	2%
	CIGNA-HMII					1%	1%
	Waived	14%	12%	11%	11%	12%	13%
# of Respondents		705	779	864	810	865	962
Out-Of-Network Dr. Use	Never	71%	75%	77%	74%	74%	79%
	Some Of The Time	23%	20%	20%	21%	22%	18%
	Most Of The Time	3%	2%	1%	2%	2%	2%
	All Of The Time	2%	2%	1%	2%	1%	1%
# of Respondents		619	696	778	718	764	834
Plan Coverage	Employee Only	47%	41%	42%	42%	44%	43%
	Employee and Spouse	13%	15%	16%	17%	16%	15%
	Employee and Children	18%	16%	17%	19%	15%	18%
	Employee, Spouse and Children	22%	28%	26%	23%	25%	24%
# of Respondents		619	696	778	718	764	834
Alternative Medicine Use In Past Year	None	73%	84%	84%	78%	80%	78%
	Chiropractic	19%	13%	10%	12%	14%	15%
	Naturopathic	1%	1%	1%	1%	2%	2%
	Homeopathic	1%	0%	0%	0%	0%	0%
	Biofeedback			0%		0%	0%
	Acupuncture			1%	2%	1%	1%
	Multiple or Other	2%	1%	3%	3%	2%	4%
	DK Refused	5%	1%	1%	3%	0%	0%
# of Respondents		355	696	778	718	764	834

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 5: SATISFACTION WITH HEALTH INSURANCE**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
<b>Satisfaction With Health Insurance Plan</b>	<b>Very Satisfied</b>	23%	33%	28%	40%	37%	44%
	<b>Satisfied</b>	54%	51%	58%	51%	52%	48%
	<b>Dissatisfied</b>	17%	12%	12%	6%	8%	6%
	<b>Very Dissatisfied</b>	5%	3%	2%	2%	2%	1%
	<b>Don't Know, Refused</b>	1%	1%	1%	1%	1%	1%
<b># of Respondents</b>		619	696	778	718	764	834
<b>Overall Rating of Health Plan Experience</b>	<b>Zero</b>	1%	1%	1%	1%	1%	1%
	<b>One</b>	1%	0%	0%	0%	0%	0%
	<b>Two</b>	2%	1%	1%	1%	0%	0%
	<b>Three</b>	5%	2%	2%	2%	1%	1%
	<b>Four</b>	7%	3%	3%	2%	2%	2%
	<b>Five</b>	13%	11%	10%	7%	8%	7%
	<b>Six</b>	12%	8%	8%	7%	8%	5%
	<b>Seven</b>	18%	18%	20%	17%	16%	14%
	<b>Eight</b>	25%	29%	33%	29%	30%	32%
	<b>Nine</b>	10%	14%	12%	19%	18%	19%
	<b>Ten</b>	6%	11%	9%	13%	13%	17%
	<b>Don't Know, Refused</b>	1%	1%	1%	2%	2%	2%
<b># of Respondents</b>		619	696	777	718	764	834
<b>Satisfaction With Dependent Coverage</b>	<b>Very Satisfied</b>	25%	37%	32%	43%	41%	43%
	<b>Satisfied</b>	57%	51%	56%	51%	50%	49%
	<b>Dissatisfied</b>	13%	10%	8%	4%	6%	4%
	<b>Very Dissatisfied</b>	4%	2%	2%	1%	1%	3%
	<b>Don't Know, Refused</b>	1%	0%	2%	1%	2%	1%
<b># of Respondents</b>		331	410	465	417	428	475
<b>Satisfaction With Alternative Medicine Coverage</b>	<b>Very Satisfied</b>	7%	12%	11%	12%	12%	16%
	<b>Satisfied</b>	37%	36%	33%	36%	42%	45%
	<b>Dissatisfied</b>	10%	8%	6%	8%	7%	8%
	<b>Very Dissatisfied</b>	3%	1%	1%	1%	1%	1%
	<b>Don't Know, Refused</b>	43%	43%	49%	44%	38%	30%
<b># of Respondents</b>		619	696	778	717	764	834



# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 6: WHY WAIVED AND WHY DISSATISFIED - HEALTH INSURANCE**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
<b>Main Reason Waived County Coverage</b>	<b>Mentions Cash In Lieu Of Benefits</b>	8%	7%	6%	7%	17%	6%
	<b>Mentions Less Expensive Coverage</b>	23%	52%	46%	40%	43%	48%
	<b>Mentions Better Choice Or Specific Provider</b>	23%	29%	32%	37%	24%	34%
	<b>Mentions Specialist Access</b>	1%		2%	3%	6%	1%
	<b>Negative Comments About County Provider</b>	3%	4%	5%	1%	5%	3%
	<b>Other Responses &amp; Just Covered by Someone Else</b>	36%	5%	9%	2%	2%	1%
	<b>Don't Know, Refused</b>	5%	4%		10%	4%	7%
<b># of Respondents</b>		86	83	87	92	101	128

<b>Reason Dissatisfied With Health Insurance</b>	<b>Cost Of Coverage</b>	10%	13%	8%	10%	15%	8%
	<b>Choice Of Plans</b>	12%	4%	4%	10%	5%	2%
	<b>Negative Cigna</b>	18%	30%	6%	5%	12%	12%
	<b>Cost Of Services</b>	9%	9%	14%	7%	4%	14%
	<b>Choice Of Doctors</b>	18%	21%	14%	13%	17%	10%
	<b>Negative MIHS</b>	3%	10%		2%	4%	8%
	<b>Prescriptions</b>	11%	6%	15%	8%	8%	14%
	<b>Negative UBH</b>			8%		3%	
	<b>Continuity of PCPs</b>			1%	2%	4%	2%
	<b>Specific Services Offered</b>			5%	8%	4%	5%
	<b>Referral Time</b>			2%	8%	4%	12%
	<b>No Info On Service</b>			3%		4%	
	<b>Poor Health Care Providers</b>			14%	5%	5%	3%
	<b>Billing Problems</b>			4%	5%	5%	8%
	<b>Multiple &amp; Other Reasons</b>	12%	6%		7%	4%	2%
	<b>Don't Know, Refused</b>	7%	1%	2%	10%	4%	
<b># of Respondents</b>		137	100	111	60	78	59

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 6: WHY WAIVED AND WHY DISSATISFIED - HEALTH INSURANCE (Continued)**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
Reason Dissatisfied With Dependent Coverage	Cost Of Coverage	11%	13%	7%	37%	13%	3%
	Choice Of Plans	13%	4%				3%
	Negative Cigna	14%	30%	5%		6%	3%
	Cost Of Services	5%	9%	7%		16%	14%
	Choice Of Doctors	25%	33%	16%	5%	16%	7%
	Negative MIHS	4%	2%			3%	7%
	Prescriptions	7%	4%	7%			3%
	Negative UBH			16%			
	Continuity of PCPs			7%		6%	3%
	Specific Services Offered			9%	5%	16%	17%
	Referral Time			4%	16%	3%	7%
	No Info On Service			4%		3%	3%
	Poor Health Care Providers			11%	11%	9%	3%
	Billing Problems			4%	21%	6%	14%
	Not Made Aware Of Benefit				5%		
	Multiple & Other Reasons	11%	4%	2%		3%	
	Don't Know, Refused	11%					10%
# of Respondents		56	46	55	19	32	29
Reason Dissatisfied With Alternative Medicine	Services Not Covered	4%	1%	36%	25%	30%	11%
	Choice Of Drs	3%	2%	16%	25%	23%	31%
	Number Visits Covered	2%	1%	18%	27%	20%	24%
	Negative CIGNA	1%	3%		2%	5%	1%
	Negative County	0%	0%	7%		3%	
	Multiple & Other Reasons	1%	0%				1%
	Should Not Have Alt Med			2%	7%	2%	5%
	No Information On Services	88%	92%	9%	8%	5%	8%
	Cost Of Services	1%	1%	5%	2%	3%	13%
	Poor Health Care					2%	1%
	Billing Problems					3%	1%
	Non Response			4%		2%	
	DK Refused			2%	5%	3%	4%
# of Respondents		705	779	55	60	61	80

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 7: AGREEMENT WITH HEALTH INSURANCE STATEMENTS**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Medical Plan Protects Against Major Risks</b>	<b>Strongly Agree</b>	14%	20%	20%	23%	20%	28%
	<b>Agree</b>	58%	61%	61%	63%	67%	60%
	<b>Neither Agree Nor Disagree</b>	5%	4%	1%	1%	2%	1%
	<b>Disagree</b>	15%	10%	11%	9%	6%	7%
	<b>Strongly Disagree</b>	3%	3%	3%	3%	2%	1%
	<b>Don't Know, Refused</b>	5%	3%	4%	3%	3%	2%
<b>Willing To Pay More To Access Specialists</b>	<b>Strongly Agree</b>	8%	9%	8%	9%	5%	12%
	<b>Agree</b>	54%	61%	59%	56%	61%	59%
	<b>Neither Agree Nor Disagree</b>	4%	3%	2%	2%	4%	3%
	<b>Disagree</b>	27%	24%	26%	29%	25%	22%
	<b>Strongly Disagree</b>	4%	1%	1%	2%	1%	1%
	<b>Don't Know, Refused</b>	3%	3%	3%	3%	4%	2%
<b>In-Network Referrals Relatively Easy</b>	<b>Strongly Agree</b>	5%	6%	6%	10%	6%	11%
	<b>Agree</b>	47%	56%	55%	58%	61%	59%
	<b>Neither Agree Nor Disagree</b>	4%	2%	1%	1%	4%	0%
	<b>Disagree</b>	22%	20%	19%	15%	15%	14%
	<b>Strongly Disagree</b>	7%	4%	6%	3%	3%	3%
	<b>Don't Know, Refused</b>	15%	12%	13%	12%	11%	12%
<b>Dependent Coverage Include Non-Related Adults</b>	<b>Strongly Agree</b>	11%	14%	13%	14%	14%	16%
	<b>Agree</b>	35%	34%	32%	35%	35%	34%
	<b>Neither Agree Nor Disagree</b>	8%	7%	4%	2%	5%	4%
	<b>Disagree</b>	33%	35%	39%	40%	34%	32%
	<b>Strongly Disagree</b>	8%	7%	5%	4%	5%	10%
	<b>Don't Know, Refused</b>	5%	4%	7%	7%	7%	4%
<b># of Respondents</b>		619	696	778	718	764	834

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 8: HEALTH INSURANCE ISSUES**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Insurance Eligible As Dependent</b>	<b>No</b>	68%	69%	71%	75%	74%	72%
	<b>Yes</b>	31%	30%	27%	25%	26%	27%
	<b>Don't Know, Refused</b>	1%	1%	1%	1%	0%	0%
<b>Adults With No Medical Insurance</b>	<b>No</b>	91%	90%	89%	93%	91%	88%
	<b>Yes</b>	9%	10%	10%	7%	9%	12%
	<b>Don't Know, Refused</b>	0%	0%	1%		0%	0%
<b>Dependents Under 19 With No Insurance</b>	<b>No</b>	98%	98%	98%	99%	98%	97%
	<b>Yes</b>	2%	2%	2%	1%	2%	3%
	<b>Don't Know, Refused</b>	0%	0%	0%	0%	0%	
<b>Dependents 19-24 With No Insurance</b>	<b>No</b>	94%	95%	95%	96%	95%	92%
	<b>Yes</b>	5%	5%	5%	4%	5%	8%
	<b>Don't Know, Refused</b>	0%	0%	0%	0%	0%	0%
<b># of Respondents</b>		705	779	864	810	865	962

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 9: COVERAGE FOR MENTAL HEALTH / SUBSTANCE ABUSE**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Importance Of Mental Health Coverage</b>	<b>Critical</b>	26%	27%	26%	30%	29%	27%
	<b>Very Important</b>	33%	31%	37%	34%	37%	30%
	<b>Somewhat Important</b>	25%	30%	23%	24%	22%	28%
	<b>Somewhat Unimportant</b>	3%	2%	2%	2%	1%	3%
	<b>Not Important At All</b>	12%	9%	10%	9%	8%	11%
	<b>Don't Know, Refused</b>	1%	1%	2%	1%	2%	1%
<b># of Respondents</b>		705	779	864	810	865	962
<b>Satisfaction With Mental Health Coverage</b>	<b>Very Satisfied</b>	7%	11%	12%	12%	12%	21%
	<b>Satisfied</b>	48%	50%	52%	52%	60%	58%
	<b>Dissatisfied</b>	7%	4%	3%	2%	3%	3%
	<b>Very Dissatisfied</b>	2%	1%	1%	1%	1%	0%
	<b>Don't Know, Refused</b>	36%	34%	32%	33%	25%	18%
<b># of Respondents</b>		705	779	864	810	865	962
<b>Reason Dissatisfied With Mental Health Coverage</b>	<b>Cost Of Coverage</b>	3%	3%	3%	4%		4%
	<b>Choice Of Plans</b>	18%	17%				
	<b>Negative Cigna</b>	10%	26%				4%
	<b>Cost Of Services</b>	6%	3%		4%		
	<b>Choice Of Doctors</b>	23%	23%	11%	14%	9%	7%
	<b>Negative MIHS</b>	2%	14%	3%			
	<b>Prescriptions</b>	5%	3%	3%	4%		
	<b>Negative UBH</b>			32%	11%	12%	36%
	<b>Continuity of PCPs</b>				4%	3%	
	<b>Specific Services Offered</b>			11%	14%	21%	14%
	<b>Referral Time</b>			3%	7%	3%	11%
	<b>No Info On Service</b>			14%	4%	6%	
	<b>Poor Health Care Providers</b>			16%	25%	18%	21%
	<b>Billing Problems</b>				4%	9%	
	<b>Not Enough Visits Allowed</b>					12%	
	<b>Not Made Aware Of Benefit</b>			3%	7%	3%	
	<b>Multiple &amp; Other Reasons</b>	19%	6%				
	<b>Don't Know, Refused</b>	15%	6%	3%		3%	4%
<b># of Respondents</b>		62	35	37	28	33	28

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 10: IMPORTANCE OF DENTAL INSURANCE**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Importance Of Dental Insurance</b>	<b>Critical</b>	54%	55%	51%	55%	57%	54%
	<b>Very Important</b>	35%	38%	40%	38%	36%	39%
	<b>Somewhat Important</b>	7%	6%	5%	4%	5%	6%
	<b>Somewhat Unimportant</b>	1%	0%	0%	0%	0%	0%
	<b>Not Important At All</b>	2%	1%	2%	2%	1%	1%
	<b>Don't Know, Refused</b>	0%	0%	1%	1%	1%	
<b>Dental Insurance Allowing Any Dentist</b>	<b>Critical</b>	24%	20%	19%	19%	15%	22%
	<b>Very Important</b>	53%	60%	59%	59%	63%	54%
	<b>Somewhat Important</b>	18%	14%	16%	16%	16%	19%
	<b>Somewhat Unimportant</b>	3%	2%	2%	1%	1%	2%
	<b>Not Important At All</b>	2%	4%	3%	4%	3%	2%
	<b>Don't Know, Refused</b>	1%	0%	1%	0%	2%	0%
<b>Dental Insurance Limiting Choices But Less Expensive</b>	<b>Critical</b>	5%	4%	6%	4%	4%	7%
	<b>Very Important</b>	23%	23%	30%	27%	32%	25%
	<b>Somewhat Important</b>	33%	36%	29%	35%	31%	36%
	<b>Somewhat Unimportant</b>	12%	12%	8%	6%	5%	11%
	<b>Not Important At All</b>	25%	24%	26%	24%	27%	20%
	<b>Don't Know, Refused</b>	2%	1%	1%	4%	2%	1%
<b>Dental Insurance For Dependents</b>	<b>Critical</b>	25%	25%	22%	24%	21%	27%
	<b>Very Important</b>	47%	50%	52%	54%	54%	48%
	<b>Somewhat Important</b>	7%	7%	5%	4%	5%	10%
	<b>Somewhat Unimportant</b>	1%	1%	1%	1%	1%	2%
	<b>Not Important At All</b>	17%	15%	17%	15%	16%	13%
	<b>Don't Know, Refused</b>	3%	1%	3%	2%	4%	0%
<b># of Respondents</b>		705	779	864	810	865	962

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 11: DENTAL INSURANCE COVERAGE**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Enrolled In Dental Plan</b>	<b>No</b>	10%	12%	11%	12%	10%	12%
	<b>Yes</b>	89%	87%	89%	88%	90%	88%
	<b>Don't Know, Refused</b>	1%	1%	0%	0%	0%	
<b># of Respondents</b>		705	779	864	810	865	962
<b>Dental Plan Membership - From Records</b>	<b>United</b>	23%					
	<b>Concordia</b>	61%	58%	62%	61%	63%	61%
	<b>EDS</b>		23%	26%	26%	26%	25%
	<b>Waived</b>	16%	20%	12%	12%	11%	14%
<b># of Respondents</b>		705	779	864	810	865	962
<b>Who Is Covered</b>	<b>Employee Only</b>	45%	40%	40%	41%	42%	42%
	<b>Employee and Spouse</b>	14%	15%	18%	19%	18%	16%
	<b>Employee and Children</b>	15%	15%	16%	16%	15%	16%
	<b>Employee, Spouse and Children</b>	25%	29%	26%	24%	25%	25%
	<b>Don't Know, Refused</b>	1%	1%	0%	0%		0%
<b># of Respondents</b>		631	685	773	716	778	845

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 12: SATISFACTION WITH DENTAL INSURANCE**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Satisfaction With Dependent Dental</b>	<b>Very Satisfied</b>	12%	26%	26%	28%	26%	39%
	<b>Satisfied</b>	54%	53%	53%	53%	57%	46%
	<b>Dissatisfied</b>	18%	13%	12%	10%	11%	9%
	<b>Very Dissatisfied</b>	7%	3%	3%	3%	2%	3%
	<b>Don't Know, Refused</b>	9%	4%	7%	6%	4%	2%
<b># of Respondents</b>		348	409	473	429	451	494
<b>Overall Satisfaction With Dental Insurance</b>	<b>Very Satisfied</b>	15%	27%	24%	27%	26%	36%
	<b>Satisfied</b>	54%	53%	58%	55%	54%	48%
	<b>Dissatisfied</b>	16%	12%	12%	12%	12%	11%
	<b>Very Dissatisfied</b>	7%	3%	3%	3%	2%	3%
	<b>Don't Know, Refused</b>	8%	5%	4%	4%	5%	2%
<b># of Respondents</b>		630	685	771	716	778	845



# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 13: WHY WAIVED AND WHY DISSATISFIED - DENTAL INSURANCE**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Main Reason Waived Dental Insurance</b>	<b>No Need</b>	15%	29%	17%	17%	20%	15%
	<b>Cost Of Coverage</b>	3%	10%	9%	5%	2%	5%
	<b>Less Expensive Coverage</b>	19%	28%	27%	38%	39%	40%
	<b>Choice Of Dentists</b>	19%	22%	34%	28%	22%	23%
	<b>Access To Orthodontists</b>			2%		1%	
	<b>Negative Plan</b>	3%	3%	3%	1%	5%	5%
	<b>Other &amp; Covered by Someone Else</b>	28%	5%		2%	3%	
	<b>DK Refused</b>	14%	3%	8%	9%	8%	11%
<b># of Respondents</b>		74	94	89	94	87	117
<b>Reason Dissatisfied With Dependent Coverage</b>	<b>Cost Of Coverage</b>	12%	12%	4%	16%	3%	5%
	<b>Choice Of Plans</b>	6%	3%	1%			
	<b>Negative Plan</b>	5%	24%		4%	10%	3%
	<b>Cost Of Services</b>	38%	31%	44%	29%	29%	32%
	<b>Choice Of Dentists</b>	15%	18%	9%	13%	10%	10%
	<b>Orthodontics</b>	3%	7%	6%	5%	2%	3%
	<b>Billing Errors</b>	15%	1%	3%	2%	2%	12%
	<b>Time To Get Appt</b>			4%	2%	3%	
	<b>Services Not Covered</b>	6%	3%	21%	25%	34%	28%
	<b>Deductibles Too High</b>			1%	2%	3%	3%
	<b>Non Response</b>			4%			
	<b>Other</b>					2%	
	<b>Don't Know, Refused</b>			1%	4%	2%	3%
<b># of Respondents</b>		86	67	68	56	59	60
<b>Reason Dissatisfied With Dental Insurance</b>	<b>Cost Of Coverage</b>	13%	15%	11%	11%	4%	7%
	<b>Choice Of Plans</b>	5%	4%	1%			
	<b>Negative Concordia</b>	4%	16%	1%	2%	6%	5%
	<b>Cost Of Services</b>	31%	29%	39%	33%	37%	27%
	<b>Choice Of Dentists</b>	21%	16%	16%	14%	15%	10%
	<b>Negative United</b>	4%	8%			1%	
	<b>Orthodontics</b>	2%	1%	3%	1%	1%	3%
	<b>Services Not Covered</b>			19%	30%	29%	32%
	<b>Hard To Get Appt</b>			4%		3%	1%
	<b>Deductibles Too High</b>			1%	1%	4%	3%
	<b>Billing Problems</b>			1%	4%	1%	10%
	<b>Non Response</b>			1%	1%		3%
	<b>Multiple &amp; Other Reasons</b>	9%	5%	4%	1%	1%	
	<b>Don't Know, Refused</b>	11%	7%	1%	2%		
<b># of Respondents</b>		140	102	114	106	112	115

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 14: AGREEMENT WITH DENTAL INSURANCE STATEMENTS**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Dental Plan Protects Against Major Risks</b>	<b>Strongly Agree</b>	4%	5%	7%	6%	6%	12%
	<b>Agree</b>	46%	56%	56%	58%	65%	60%
	<b>Neither Agree Nor Disagree</b>	6%	2%	1%	1%	2%	2%
	<b>Disagree</b>	29%	28%	26%	24%	20%	19%
	<b>Strongly Disagree</b>	8%	4%	7%	6%	4%	5%
	<b>Don't Know, Refused</b>	7%	4%	4%	5%	3%	2%
<b>Willing To Pay More To Expand Dentist Choice</b>	<b>Strongly Agree</b>	7%	5%	3%	3%	2%	5%
	<b>Agree</b>	42%	44%	44%	44%	46%	43%
	<b>Neither Agree Nor Disagree</b>	3%	2%	1%	1%	1%	2%
	<b>Disagree</b>	43%	46%	48%	49%	47%	46%
	<b>Strongly Disagree</b>	3%	3%	4%	3%	2%	3%
	<b>Don't Know, Refused</b>	1%	0%	1%	1%	1%	1%
<b>Willing To Pay More For More Orthodontic Coverage</b>	<b>Strongly Agree</b>	10%	7%	6%	7%	6%	8%
	<b>Agree</b>	46%	49%	51%	51%	53%	51%
	<b>Neither Agree Nor Disagree</b>	3%	4%	1%	1%	2%	3%
	<b>Disagree</b>	35%	35%	35%	37%	35%	34%
	<b>Strongly Disagree</b>	4%	3%	4%	2%	3%	3%
	<b>Don't Know, Refused</b>	3%	3%	3%	3%	2%	1%
<b># of Respondents</b>		629	685	773	716	778	845

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 15: VISION BENEFITS - IMPORTANCE & SATISFACTION**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Importance Of Routine Vision Coverage</b>	<b>Critical</b>	46%	48%	46%	45%	47%	42%
	<b>Very Important</b>	36%	36%	39%	39%	38%	38%
	<b>Somewhat Important</b>	12%	11%	10%	12%	10%	17%
	<b>Somewhat Unimportant</b>	1%	1%	1%	1%	1%	1%
	<b>Not Important At All</b>	3%	2%	3%	3%	3%	2%
	<b>Don't Know, Refused</b>	1%	1%	2%	1%	1%	0%
<b># of Respondents</b>		705	779	864	810	865	962
<b>Enrolled In Vison Plan</b>	<b>No</b>	17%	13%	13%	13%	11%	14%
	<b>Yes</b>	78%	85%	83%	85%	86%	86%
	<b>Don't Know, Refused</b>	5%	2%	5%	2%	2%	0%
<b># of Respondents</b>		705	779	864	810	865	962
<b>Satisfaction With Vision Benefits</b>	<b>Very Satisfied</b>	26%	30%	30%	31%	28%	39%
	<b>Satisfied</b>	48%	48%	53%	51%	56%	47%
	<b>Dissatisfied</b>	12%	8%	8%	7%	7%	7%
	<b>Very Dissatisfied</b>	4%	1%	1%	1%	1%	2%
	<b>Don't Know, Refused</b>	10%	12%	8%	10%	8%	6%
<b># of Respondents</b>		553	661	715	688	748	828
<b>Main Reason Dissatisfied</b>	<b>Cost Of Services</b>	27%	39%	31%	37%	44%	34%
	<b>Choice Of Plans</b>	11%	15%	7%	2%	3%	
	<b>Choice Of Doctors</b>	15%	15%	15%	7%	14%	14%
	<b>Negative AVESIS</b>	3%	6%		5%	2%	13%
	<b>Negative Nationwide</b>	22%	3%	10%	4%	5%	
	<b>Negative Health Select</b>		3%				
	<b>Frames</b>	6%	8%		2%	3%	3%
	<b>Cost of Insurance</b>			6%		2%	3%
	<b>Poor Care (NS)</b>			7%	16%	2%	6%
	<b>Services Covered</b>			15%	23%	17%	21%
	<b>Don't Undrestand Program</b>			6%	4%	5%	3%
	<b>Multiple &amp; Other Reasons</b>	11%	8%				
	<b>DK Refused</b>	4%	3%	1%	2%	3%	3%
<b># of Respondents</b>		89	62	67	57	59	70

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 16: VISION BENEFITS - USE & AGREEMENT**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Used Vision Benefit In Past Year</b>	<b>No</b>	35%	41%	37%	36%	39%	37%
	<b>Yes</b>	65%	59%	62%	63%	61%	63%
	<b>Don't Know, Refused</b>	0%	0%	1%	0%	0%	0%
<b># of Respondents</b>		557	661	720	695	748	830
<b>Willing To Pay More For More Provider Choices</b>	<b>Strongly Agree</b>	8%	3%	2%	2%	1%	4%
	<b>Agree</b>	37%	33%	33%	32%	33%	37%
	<b>Neither Agree Nor Disagree</b>	4%	3%	1%	1%	2%	2%
	<b>Disagree</b>	46%	57%	59%	61%	59%	54%
	<b>Strongly Disagree</b>	2%	2%	3%	3%	2%	2%
	<b>Don't Know, Refused</b>	4%	3%	1%	2%	3%	2%
<b># of Respondents</b>		557	661	717	692	748	830

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 17: PRESCRIPTION COVERAGE - IMPORTANCE & PARTICIPATION**

		<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Importance Of Rx Coverage</b>	<b>Critical</b>	62%	68%	65%	59%
	<b>Very Important</b>	31%	25%	27%	31%
	<b>Somewhat Important</b>	4%	4%	5%	9%
	<b>Somewhat Unimportant</b>	0%		0%	1%
	<b>Not Important At All</b>	2%	3%	1%	1%
	<b>Don't Know, Refused</b>	1%	0%	1%	
<b>Rx Coverage For Brand Name Drugs</b>	<b>Critical</b>	20%	19%	16%	19%
	<b>Very Important</b>	38%	38%	41%	34%
	<b>Somewhat Important</b>	22%	25%	25%	29%
	<b>Somewhat Unimportant</b>	7%	5%	4%	8%
	<b>Not Important At All</b>	12%	13%	12%	9%
	<b>Don't Know, Refused</b>	1%	1%	2%	1%
<b>Rx Coverage With Low Co-pay For Generic</b>	<b>Critical</b>	25%	21%	19%	25%
	<b>Very Important</b>	60%	62%	66%	54%
	<b>Somewhat Important</b>	11%	12%	11%	17%
	<b>Somewhat Unimportant</b>	1%	0%	0%	1%
	<b>Not Important At All</b>	2%	3%	2%	2%
	<b>Don't Know, Refused</b>	2%	1%	2%	1%
<b>Rx By Mail</b>	<b>Critical</b>	6%	7%	6%	7%
	<b>Very Important</b>	25%	28%	29%	23%
	<b>Somewhat Important</b>	23%	26%	24%	34%
	<b>Somewhat Unimportant</b>	6%	5%	5%	11%
	<b>Not Important At All</b>	36%	33%	32%	23%
	<b>Don't Know, Refused</b>	4%	3%	3%	2%
<b>Enrolled In Rx Plan</b>	<b>No</b>	10%	11%	12%	13%
	<b>Yes, Coinsurance</b>	88%	88%	63%	78%
	<b>Yes, Consumers Choice</b>			19%	9%
	<b>Don't Know, Refused</b>	2%	1%	6%	0%
<b># of Respondents</b>		864	810	865	962

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 18: PRESCRIPTION COVERAGE - SATISFACTION & USE**

		<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Satisfaction With Rx Plan</b>	<b>Very Satisfied</b>	25%	33%	28%	40%
	<b>Satisfied</b>	51%	52%	61%	47%
	<b>Dissatisfied</b>	16%	10%	8%	8%
	<b>Very Dissatisfied</b>	4%	2%	2%	2%
	<b>Don't Know, Refused</b>	3%	3%	2%	4%
<b>Main Reason Dissatisfied</b>	<b>Some Rx Not Covered</b>	23%	36%	29%	31%
	<b>Cost of Rx's</b>	59%	39%	50%	36%
	<b>Premium Increasing</b>	3%	7%	10%	6%
	<b>Won't Refill In Timely Manner</b>	1%	4%	1%	
	<b>Preauthorization Process</b>	4%	4%		3%
	<b>Time Limit On Prescription</b>	1%	1%		
	<b>Choice Of Pharmacy</b>	3%	1%		1%
	<b>Too Much Hassle</b>	1%	6%	4%	3%
	<b>Negative WHI System</b>	3%	1%	3%	5%
	<b>Negative Consumer's Choice</b>				13%
	<b>Non Response</b>	1%			
	<b>N.A.</b>	2%	1%	1%	3%
<b>Used Rx Benefit In 2004</b>	<b>No</b>	18%	13%	13%	13%
	<b>Yes</b>	80%	86%	86%	85%
	<b>Don't Know, Refused</b>	1%	1%	1%	2%
<b># of Respondents</b>		765	711	710	837

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 19: LIFE INSURANCE - IMPORTANCE & PARTICIPATION**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Importance Of Life Insurance Coverage</b>	<b>Critical</b>	41%	44%	43%	44%	44%	40%
	<b>Very Important</b>	34%	34%	35%	36%	36%	37%
	<b>Somewhat Important</b>	19%	16%	16%	16%	15%	19%
	<b>Somewhat Unimportant</b>	2%	3%	1%	1%	1%	2%
	<b>Not Important At All</b>	4%	3%	4%	3%	3%	2%
	<b>Don't Know, Refused</b>	0%	0%	1%		0%	0%
<b>Importance Of Supplemental Life Insurance</b>	<b>Critical</b>	17%	17%	19%	15%	16%	18%
	<b>Very Important</b>	44%	48%	46%	54%	52%	46%
	<b>Somewhat Important</b>	24%	23%	22%	20%	20%	25%
	<b>Somewhat Unimportant</b>	4%	3%	2%	1%	2%	4%
	<b>Not Important At All</b>	10%	9%	8%	9%	9%	7%
	<b>Don't Know, Refused</b>	1%	1%	1%	0%	1%	0%
<b>Purchased Supplemental Life</b>	<b>No</b>	34%	39%	35%	34%	38%	34%
	<b>Yes</b>	63%	60%	63%	64%	61%	65%
	<b>Don't Know, Refused</b>	3%	2%	2%	2%	0%	1%
<b>Purchased Dependent Life</b>	<b>No</b>	58%	58%	56%	56%	59%	59%
	<b>Yes</b>	39%	40%	41%	42%	39%	40%
	<b>Don't Know, Refused</b>	3%	2%	3%	1%	2%	2%
<b># of Respondents</b>		705	779	864	810	865	962

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 20: LIFE INSURANCE - SATISFACTION**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Satisfaction With Basic Life Insurance Benefit</b>	<b>Very Satisfied</b>	17%	18%	20%	24%	23%	33%
	<b>Satisfied</b>	72%	68%	71%	67%	70%	61%
	<b>Dissatisfied</b>	4%	7%	4%	6%	4%	4%
	<b>Very Dissatisfied</b>	1%	1%	1%	1%	0%	0%
	<b>Does Not Apply</b>	1%	2%				
	<b>Don't Know, Refused</b>	4%	3%	5%	3%	2%	1%
<b>Satisfaction With Supplemental Life Offered</b>	<b>Very Satisfied</b>	12%	18%	18%	22%	19%	29%
	<b>Satisfied</b>	64%	54%	55%	62%	61%	57%
	<b>Dissatisfied</b>	5%	5%	3%	3%	3%	4%
	<b>Very Dissatisfied</b>	1%	1%	1%	0%	0%	0%
	<b>Does Not Apply</b>	7%	16%				
	<b>Don't Know, Refused</b>	12%	7%	24%	13%	17%	10%
<b>Satisfaction With Dependent Life Offered</b>	<b>Very Satisfied</b>	7%	10%	10%	11%	9%	18%
	<b>Satisfied</b>	51%	44%	41%	50%	49%	52%
	<b>Dissatisfied</b>	7%	7%	5%	6%	6%	7%
	<b>Very Dissatisfied</b>	1%	1%	1%	0%	0%	0%
	<b>Does Not Apply</b>	18%	28%				
	<b>Don't Know, Refused</b>	16%	10%	43%	32%	35%	23%
<b># of Respondents</b>		705	779	864	810	865	962



# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 21: RETIREMENT BENEFITS**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Importance Of Retirement Plan</b>	<b>Critical</b>	68%	69%	67%	71%	69%	63%
	<b>Very Important</b>	26%	24%	26%	23%	26%	31%
	<b>Somewhat Important</b>	5%	5%	5%	4%	3%	5%
	<b>Somewhat Unimportant</b>	0%	1%	0%	0%	0%	0%
	<b>Not Important At All</b>	1%	1%	1%	1%	1%	0%
	<b>Don't Know, Refused</b>	0%	0%	1%	0%	0%	0%
<b># of Respondents</b>		705	779	864	810	865	962
<b>Which Retirement System</b>	<b>None</b>	1%	1%	1%	0%	0%	
	<b>Arizona State</b>	87%	86%	84%	85%	88%	82%
	<b>Public Safety</b>	7%	7%	7%	8%	8%	11%
	<b>Other (Elected Or CORP)</b>		2%	1%	2%	2%	3%
	<b>Don't Know, Refused</b>	5%	4%	8%	5%	2%	4%
<b># of Respondents</b>		705	779	864	810	865	962
<b>Overall Satisfaction With Retirement Benefit</b>	<b>Very Satisfied</b>	18%	22%	24%	27%	29%	36%
	<b>Satisfied</b>	64%	60%	60%	59%	59%	55%
	<b>Dissatisfied</b>	10%	9%	7%	8%	7%	5%
	<b>Very Dissatisfied</b>	2%	2%	2%	1%	1%	1%
	<b>Don't Know, Refused</b>	6%	6%	7%	5%	4%	4%
<b># of Respondents</b>		690	772	851	810	865	962

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 22: SHORT-TERM DISABILITY BENEFITS**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Importance Of Short Term Disability Coverage</b>	<b>Critical</b>	36%	40%	42%	44%	42%	36%
	<b>Very Important</b>	34%	32%	37%	34%	36%	34%
	<b>Somewhat Important</b>	22%	20%	15%	15%	15%	22%
	<b>Somewhat Unimportant</b>	3%	2%	1%	1%	1%	3%
	<b>Not Important At All</b>	5%	5%	4%	5%	3%	5%
	<b>Inap</b>	0%					
	<b>Don't Know, Refused</b>	1%	1%	2%	1%	1%	2%
<b>Satisfaction With Short Term Disability Benefit</b>	<b>Very Satisfied</b>	10%	16%	18%	17%	18%	26%
	<b>Satisfied</b>	60%	56%	59%	57%	60%	59%
	<b>Dissatisfied</b>	8%	6%	5%	4%	4%	5%
	<b>Very Dissatisfied</b>	3%	1%	0%	1%	1%	1%
	<b>Does Not Apply</b>	4%	6%				
	<b>Don't Know, Refused</b>	15%	16%	18%	20%	17%	10%
<b>Have Short Term Disability Coverage</b>	<b>No</b>	29%	30%	28%	29%	25%	35%
	<b>Yes</b>	65%	64%	67%	69%	71%	62%
	<b>Don't Know, Refused</b>	7%	5%	5%	3%	4%	3%
<b># of Respondents</b>		705	779	864	810	865	962

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 23: DEFERRED COMPENSATION - IMPORTANCE & SATISFACTION**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Importance Of Deferred Compensation Plan</b>	<b>Critical</b>	29%	27%	25%	28%	27%	25%
	<b>Very Important</b>	35%	33%	34%	36%	35%	37%
	<b>Somewhat Important</b>	24%	27%	25%	22%	22%	26%
	<b>Somewhat Unimportant</b>	2%	2%	1%	2%	2%	2%
	<b>Not Important At All</b>	5%	6%	9%	8%	7%	6%
	<b>Don't Know, Refused</b>	4%	6%	6%	5%	8%	3%
<b>Satisfaction With Nationwide Retirement Solutions</b>	<b>Very Satisfied</b>	13%	20%	17%	23%	21%	27%
	<b>Satisfied</b>	58%	49%	52%	47%	50%	52%
	<b>Dissatisfied</b>	7%	6%	6%	4%	5%	2%
	<b>Very Dissatisfied</b>	1%	2%	1%	1%	1%	1%
	<b>Don't Know, Refused</b>	20%	23%	25%	25%	24%	17%
<b># of Respondents</b>		705	779	864	810	865	962
<b>Main Reason Dissatisfied</b>	<b>Cost of Coverage</b>	12%	20%				6%
	<b>Not Enough Information Avail</b>	6%	4%	7%	15%	9%	15%
	<b>Difficult To Get Personal Info</b>	14%	28%	2%			
	<b>Does Not Reach Outstationed</b>	4%	2%				3%
	<b>No Knowledge Of Program</b>	12%	19%				9%
	<b>Hard To Get Appt</b>	8%	2%				
	<b>Better Equipment and Facilities</b>	39%	19%				
	<b>Should Not Offer</b>			2%		2%	3%
	<b>Customer Service Poor</b>			5%	8%	15%	9%
	<b>Poor Investment Choices</b>			14%	21%	13%	6%
	<b>No Employer Matching Funds</b>			9%	10%	7%	3%
	<b>Better Insurance Plans</b>				3%		
	<b>Need Access To Funds</b>			5%	13%	22%	15%
	<b>Program Does Not Help</b>			2%	3%		
	<b>Diminishing Returns</b>			43%	10%	17%	29%
	<b>Non Response</b>			9%		4%	
	<b>Other</b>					2%	
	<b>N.A.</b>	6%	7%	2%	18%	9%	3%
<b># of Respondents</b>		51	54	56	39	46	34

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 24: DEFERRED COMPENSATION - PARTICIPATION & AGREEMENT**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Participate In Nationwide Retirement Solutions</b>	<b>No</b>	46%	48%	50%	49%	48%	45%
	<b>Yes</b>	50%	48%	48%	50%	50%	53%
	<b>Don't Know, Refused</b>	4%	4%	2%	2%	2%	1%
	<b># of Respondents</b>	705	779	864	810	865	962
<b>Satisfaction With NRS Customer Service</b>	<b>Very Satisfied</b>	28%	33%	30%	42%	31%	43%
	<b>Satisfied</b>	59%	50%	58%	47%	54%	44%
	<b>Dissatisfied</b>	5%	6%	5%	3%	4%	3%
	<b>Very Dissatisfied</b>	1%	1%	0%	1%	0%	1%
	<b>Don't Know, Refused</b>	8%	10%	7%	7%	11%	9%
<b>Schwab Personal Retirement Account is Valuable Tool</b>	<b>Strongly Agree</b>	22%	19%	26%	25%	24%	29%
	<b>Agree</b>	42%	43%	45%	41%	39%	41%
	<b>Neither Agree Nor Disagree</b>	5%	5%	1%	2%	5%	2%
	<b>Disagree</b>	8%	6%	6%	4%	3%	3%
	<b>Strongly Disagree</b>	1%	1%	1%	1%	0%	1%
	<b>Don't Know, Refused</b>	22%	27%	21%	27%	29%	24%
<b>Enough Investment Option Choices</b>	<b>Strongly Agree</b>	8%	8%	10%	13%	10%	18%
	<b>Agree</b>	64%	74%	70%	73%	76%	66%
	<b>Neither Agree Nor Disagree</b>	2%	1%	0%	0%	1%	1%
	<b>Disagree</b>	17%	13%	15%	9%	9%	10%
	<b>Strongly Disagree</b>	2%	1%	0%	1%	1%	2%
	<b>Don't Know, Refused</b>	8%	4%	3%	4%	4%	3%
<b>Want To Know More About Allocation Of Contributions</b>	<b>Strongly Agree</b>	17%	16%	15%	15%	13%	18%
	<b>Agree</b>	58%	65%	65%	58%	62%	60%
	<b>Neither Agree Nor Disagree</b>	3%	2%	1%	1%	2%	2%
	<b>Disagree</b>	18%	16%	17%	25%	20%	18%
	<b>Strongly Disagree</b>	1%	0%	2%	0%	0%	1%
	<b>Don't Know, Refused</b>	4%	1%	1%	1%	3%	1%
<b>Financial Planning Training Helps Make Wise Choices</b>	<b>Did Not Receive</b>				0%		
	<b>Strongly Agree</b>	15%	13%	13%	14%		
	<b>Agree</b>	52%	59%	56%	58%		
	<b>Neither Agree Nor Disagree</b>	4%	4%	1%	1%		
	<b>Disagree</b>	16%	11%	13%	8%		
	<b>Strongly Disagree</b>	2%	2%	2%	2%		
	<b>Don't Know, Refused</b>	11%	11%	14%	17%		
<b># of Respondents</b>		358	376	415	405	437	514

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 25: MARIFLEX SPENDING ACCOUNT**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Importance Of Mariflex</b>	<b>Critical</b>	7%	7%	8%	9%	7%	7%
	<b>Very Important</b>	17%	15%	17%	18%	18%	17%
	<b>Somewhat Important</b>	28%	27%	24%	24%	21%	26%
	<b>Somewhat Unimportant</b>	6%	7%	3%	5%	3%	6%
	<b>Not Important At All</b>	28%	29%	33%	33%	26%	36%
	<b>Don't Know, Refused</b>	14%	16%	15%	11%	25%	7%
<b>Participate In Mariflex</b>	<b>No</b>	89%	89%	87%	85%	82%	86%
	<b>Yes</b>	9%	9%	10%	13%	15%	14%
	<b>Don't Know, Refused</b>	3%	2%	3%	1%	3%	1%
<b># of Respondents</b>		705	779	864	810	865	962
<b>Type Of Spending Account</b>	<b>Health Care Spending Account</b>	72%	79%	83%	80%	84%	83%
	<b>Day Care Spending Account</b>	10%	10%	11%	4%	3%	8%
	<b>Both, Health &amp; Day Care Accounts</b>	15%	7%	4%	13%	10%	8%
	<b>Don't Know, Refused</b>	3%	3%	1%	4%	2%	1%
<b>Satisfaction With Mariflex</b>	<b>Very Satisfied</b>	65%	65%	55%	55%	36%	63%
	<b>Satisfied</b>	32%	34%	37%	37%	52%	32%
	<b>Dissatisfied</b>	2%		1%	3%	6%	4%
	<b>Very Dissatisfied</b>					1%	1%
	<b>Don't Know, Refused</b>	2%	1%	7%	6%	6%	
<b># of Respondents</b>		60	68	89	109	126	130
<b>Main Reason Dissatisfied</b>	<b>Should Allow More Put Aside</b>			100%			
	<b>Timeliness</b>	50%			33%		17%
	<b>Customer Service</b>					33%	50%
	<b>Cover More Situations</b>					11%	17%
	<b>Should Roll Over</b>					22%	
	<b>Other</b>	50%			67%	22%	17%
	<b>NA</b>					11%	
<b># of Respondents</b>		2		1	3	9	6

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 26: EMPLOYEE ASSISTANCE PROGRAM - IMPORTANCE & SATISFACTION**

		<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Importance Of EAP</b>	<b>Critical</b>	19%	20%	18%	16%
	<b>Very Important</b>	32%	34%	36%	33%
	<b>Somewhat Important</b>	26%	23%	23%	31%
	<b>Somewhat Unimportant</b>	2%	2%	1%	2%
	<b>Not Important At All</b>	6%	7%	6%	8%
	<b>Don't Know, Refused</b>	16%	12%	15%	10%
<b>Satisfaction With EAP</b>	<b>Very Satisfied</b>	16%	15%	12%	22%
	<b>Satisfied</b>	46%	48%	54%	53%
	<b>Dissatisfied</b>	2%	2%	2%	3%
	<b>Very Dissatisfied</b>	1%	1%	0%	0%
	<b>Don't Know, Refused</b>	35%	34%	32%	21%
<b># of Respondents</b>		864	809	865	962
<b>Main Reason Dissatisfied</b>	<b>Not Enough Information Avail</b>	13%	14%	14%	6%
	<b>Does Not Reach Outstationed</b>		5%	5%	3%
	<b>No Knowledge Of Program</b>			5%	6%
	<b>Hard To Get Appt</b>	17%	14%		6%
	<b>Customer Service Poor</b>	8%		23%	34%
	<b>Better Insurance Plans</b>		9%		17%
	<b>Program Does Not Help</b>	50%	50%	41%	23%
	<b>Consistency Of Providers</b>	4%	5%		
	<b>Non Response</b>	4%			
	<b>Other</b>			9%	3%
<b># of Respondents</b>	<b>N.A.</b>	4%	5%	5%	3%
		24	22	22	35

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 27: EMPLOYEE WELLNESS PROGRAM - IMPORTANCE & SATISFACTION**

		<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Importance Of Employee Wellness Program</b>	<b>Critical</b>	11%	12%	12%	11%
	<b>Very Important</b>	32%	35%	36%	28%
	<b>Somewhat Important</b>	30%	31%	30%	39%
	<b>Somewhat Unimportant</b>	3%	4%	2%	5%
	<b>Not Important At All</b>	10%	8%	7%	11%
	<b>Don't Know, Refused</b>	14%	11%	13%	6%
<b>Satisfaction With Employee Wellness Program</b>	<b>Very Satisfied</b>	14%	15%	13%	20%
	<b>Satisfied</b>	53%	54%	54%	59%
	<b>Dissatisfied</b>	3%	3%	4%	6%
	<b>Very Dissatisfied</b>	1%	0%	1%	1%
	<b>Don't Know, Refused</b>	30%	28%	29%	15%
<b># of Respondents</b>		864	810	865	962
<b>Main Reason Dissatisfied</b>	<b>Cost of Coverage</b>		4%		2%
	<b>Not Enough Information Avail</b>	14%	18%	17%	5%
	<b>Does Not Reach Outstationed</b>	34%	32%	37%	42%
	<b>No Programs</b>	10%	4%	15%	3%
	<b>Hard To Get Appt</b>	3%			2%
	<b>Better Equipment and Facilities</b>	7%	7%	5%	
	<b>Should Not Offer</b>		7%	5%	8%
	<b>Better Insurance Plans</b>		4%		3%
	<b>Program Does Not Help</b>	10%	21%	5%	14%
	<b>Non Response</b>	3%		2%	12%
	<b>Other</b>	3%			
	<b>N.A.</b>	14%	4%	15%	2%
<b># of Respondents</b>		29	28	41	7%
					59

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 28: COUNTY SPONSORED MEDICAL INSURANCE WHEN RETIRE - IMPORTANCE & SATISFACTION**

		<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Importance Of Retiree Health Insurance</b>	<b>Critical</b>	26%	31%	28%	22%
	<b>Very Important</b>	41%	38%	43%	34%
	<b>Somewhat Important</b>	20%	20%	16%	27%
	<b>Somewhat Unimportant</b>	2%	2%	2%	3%
	<b>Not Important At All</b>	7%	7%	7%	11%
	<b>Don't Know, Refused</b>	3%	2%	4%	3%
<b>Satisfaction With Retiree Health Insurance</b>	<b>Very Satisfied</b>	9%	9%	10%	12%
	<b>Satisfied</b>	40%	40%	42%	39%
	<b>Dissatisfied</b>	10%	11%	14%	15%
	<b>Very Dissatisfied</b>	4%	6%	4%	6%
	<b>Don't Know, Refused</b>	37%	36%	30%	28%
<b># of Respondents</b>		864	810	865	962
<b>Main Reason Dissatisfied</b>	<b>Cost of Coverage</b>	61%	75%	74%	69%
	<b>Not Enough Information Avail</b>	4%	5%	3%	3%
	<b>Difficult To Get Personal Info</b>		1%		
	<b>Does Not Reach Outstationed</b>			1%	0%
	<b>No Knowledge Of Program</b>	1%	3%	9%	5%
	<b>Should Not Offer</b>	2%			0%
	<b>Customer Service Poor</b>			1%	
	<b>Poor Investment Choices</b>		1%		
	<b>No Employer Matching Funds</b>	17%	9%	4%	8%
	<b>Better Insurance Plans</b>	6%	2%	3%	9%
	<b>Program Does Not Help</b>	1%			
	<b>Diminishing Returns</b>				0%
	<b>Non Response</b>				1%
	<b>Other</b>			1%	
	<b>N.A.</b>	9%	4%	5%	2%
<b># of Respondents</b>		127	133	153	201



# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 29: GROUP AUTO AND HOME OWNERS INSURANCE - IMPORTANCE & SATISFACTION**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
<b>Importance Of Home Owner &amp; Auto Insurance</b>	<b>Critical</b>	7%	5%	5%	4%	4%	4%
	<b>Very Important</b>	33%	30%	15%	14%	15%	15%
	<b>Somewhat Important</b>	32%	35%	29%	27%	27%	27%
	<b>Somewhat Unimportant</b>	8%	5%	8%	6%	7%	7%
	<b>Not Important At All</b>	19%	23%	26%	29%	26%	26%
	<b>Don't Know, Refused</b>	2%	1%	18%	21%	20%	20%
<b>Satisfaction With Home Owner &amp; Auto Insurance</b>	<b>Very Satisfied</b>			3%	2%	3%	3%
	<b>Satisfied</b>			27%	24%	31%	31%
	<b>Dissatisfied</b>			3%	6%	6%	6%
	<b>Very Dissatisfied</b>			1%	0%	1%	1%
	<b>Don't Know, Refused</b>			66%	67%	59%	59%
<b># of Respondents</b>				864	810	865	865
<b>Main Reason Dissatisfied</b>	<b>Cost of Coverage</b>			53%	52%	25%	25%
	<b>Not Enough Information Avail</b>			11%	29%	19%	19%
	<b>No Programs</b>			5%		22%	22%
	<b>Should Not Offer</b>			3%		3%	3%
	<b>Customer Service Poor</b>			11%	4%	7%	7%
	<b>Better Insurance Plans</b>			3%		14%	14%
	<b>Program Does Not Help</b>			3%			
	<b>Non Response</b>			3%	4%		
	<b>N.A.</b>			11%	10%	10%	10%
<b># of Respondents</b>				38	48	59	59

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 29a: ERGONOMICS PROGRAM - IMPORTANCE & SATISFACTION**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
Importance Of Ergonomics Program	Critical					11%	10%
	Very Important					30%	27%
	Somewhat Important					29%	34%
	Somewhat Unimportant					2%	5%
	Not Important At All					11%	13%
	Don't Know, Refused					17%	12%
Satisfaction With Ergonomics Program	Very Satisfied					9%	16%
	Satisfied					48%	48%
	Dissatisfied					10%	10%
	Very Dissatisfied					2%	3%
	Don't Know, Refused					31%	23%
# of Respondents						865	962
Main Reason Dissatisfied	Cost Of Coverage						2%
	Not Enough Information Avail					6%	6%
	Difficult To Get Personal Info					1%	1%
	Does Not Reach Outstationed					6%	4%
	No Knowledge Of Program					11%	17%
	Hard To Get Appt					2%	5%
	Should Not Offer					4%	11%
	Customer Service Poor					46%	42%
	Program Does Not Help					20%	11%
	Non Response					1%	
# of Respondents	N.A.					5%	1%
						107	124

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 29b: BENEFITS STAFF TO EXPLAIN LEAVE PLAN, FMLA, & ADA - IMPORTANCE & SATISFACTION**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
Importance Of Benefits Staff Re Leave, FMLA, & ADA	Critical					37%	31%
	Very Important					45%	42%
	Somewhat Important					14%	22%
	Somewhat Unimportant					0%	1%
	Not Important At All					1%	2%
	Don't Know, Refused					2%	2%
Satisfaction With Benefits Staff Re Leave, FMLA, & ADA	Very Satisfied					19%	28%
	Satisfied					52%	47%
	Dissatisfied					5%	6%
	Very Dissatisfied					2%	1%
	Don't Know, Refused					22%	18%
# of Respondents						865	962
Main Reason Dissatisfied	Not Enough Information Avail					8%	15%
	Difficult To Get Personal Info					3%	
	No Knowledge Of Program					2%	4%
	Hard To Get Appt						3%
	Customer Service Poor					68%	54%
	Program Does Not Help					5%	21%
	Diminishing Returns					2%	
	Non Response					10%	1%
	N.A.					3%	1%
# of Respondents						62	72

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 30: IMPORTANCE OF SPECIFIC BENEFITS - PAGE 1**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Importance Of Long Term Care Insurance</b>	<b>Critical</b>	15%	10%	11%	14%	13%	15%
	<b>Very Important</b>	41%	43%	46%	49%	53%	44%
	<b>Somewhat Important</b>	28%	31%	28%	26%	23%	29%
	<b>Somewhat Unimportant</b>	4%	4%	4%	2%	2%	3%
	<b>Not Important At All</b>	9%	10%	9%	8%	9%	8%
	<b>Don't Know, Refused</b>	3%	1%	2%	2%	1%	1%
<b>Importance Of Resource &amp; Referrel For Child or Elder Care</b>	<b>Critical</b>	11%	7%	7%	8%	7%	10%
	<b>Very Important</b>	36%	37%	44%	40%	45%	38%
	<b>Somewhat Important</b>	26%	31%	25%	26%	25%	29%
	<b>Somewhat Unimportant</b>	3%	5%	4%	3%	3%	7%
	<b>Not Important At All</b>	21%	20%	20%	22%	19%	15%
	<b>Don't Know, Refused</b>	2%	1%	2%	2%	0%	0%
<b>Importance Of Child Care Benefit</b>	<b>Critical</b>	12%	8%	9%	10%	7%	13%
	<b>Very Important</b>	33%	38%	35%	36%	43%	36%
	<b>Somewhat Important</b>	17%	15%	17%	14%	16%	18%
	<b>Somewhat Unimportant</b>	3%	4%	3%	3%	3%	5%
	<b>Not Important At All</b>	34%	33%	34%	35%	31%	28%
	<b>Don't Know, Refused</b>	2%	2%	2%	2%	1%	1%
<b>Importance Of Sick Child Care Benefit</b>	<b>Critical</b>	12%	9%	11%	11%	8%	15%
	<b>Very Important</b>	34%	37%	37%	38%	45%	38%
	<b>Somewhat Important</b>	17%	17%	14%	14%	15%	17%
	<b>Somewhat Unimportant</b>	3%	4%	2%	3%	2%	4%
	<b>Not Important At All</b>	31%	31%	33%	32%	28%	25%
	<b>Don't Know, Refused</b>	2%	1%	2%	1%	1%	1%
<b>Importance Of Elder Care Benefit</b>	<b>Critical</b>	11%	7%	8%	10%	8%	14%
	<b>Very Important</b>	37%	37%	42%	41%	48%	35%
	<b>Somewhat Important</b>	27%	31%	25%	27%	26%	33%
	<b>Somewhat Unimportant</b>	4%	4%	4%	3%	2%	3%
	<b>Not Important At All</b>	19%	20%	19%	19%	15%	15%
	<b>Don't Know, Refused</b>	2%	1%	2%	1%	1%	0%
<b>Importance Of Pre-Retirement Planning</b>	<b>Critical</b>	14%	11%	13%	16%	14%	19%
	<b>Very Important</b>	51%	51%	55%	55%	61%	50%
	<b>Somewhat Important</b>	27%	28%	24%	23%	20%	24%
	<b>Somewhat Unimportant</b>	2%	2%	1%	0%	1%	1%
	<b>Not Important At All</b>	5%	7%	6%	5%	5%	5%
	<b>Don't Know, Refused</b>	1%	1%	1%	1%	0%	1%
<b># of Respondents</b>		705	779	864	810	865	962

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 31: IMPORTANCE OF SPECIFIC BENEFITS - PAGE 2**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Importance Of Mortgage Program</b>	<b>Critical</b>	3%	4%	6%	6%	5%	9%
	<b>Very Important</b>	25%	25%	28%	32%	37%	30%
	<b>Somewhat Important</b>	29%	35%	33%	32%	31%	34%
	<b>Somewhat Unimportant</b>	7%	6%	4%	4%	3%	6%
	<b>Not Important At All</b>	34%	29%	27%	23%	21%	19%
	<b>Don't Know, Refused</b>	2%	1%	2%	3%	3%	1%
<b>Importance Of Adoption Assistance</b>	<b>Critical</b>	1%	2%	3%	3%	3%	5%
	<b>Very Important</b>	15%	13%	17%	19%	25%	18%
	<b>Somewhat Important</b>	21%	26%	25%	28%	24%	32%
	<b>Somewhat Unimportant</b>	7%	6%	6%	4%	4%	8%
	<b>Not Important At All</b>	53%	50%	45%	42%	42%	36%
	<b>Don't Know, Refused</b>	3%	2%	3%	4%	2%	1%
<b>Importance Of Prepaid Legal Services</b>	<b>Critical</b>	4%	4%	6%	6%	6%	8%
	<b>Very Important</b>	28%	23%	32%	33%	40%	30%
	<b>Somewhat Important</b>	32%	38%	33%	31%	30%	35%
	<b>Somewhat Unimportant</b>	6%	4%	4%	4%	3%	5%
	<b>Not Important At All</b>	30%	30%	24%	24%	20%	20%
	<b>Don't Know, Refused</b>	1%	2%	2%	1%	1%	1%
<b>Importance Of Pet Insurance</b>	<b>Critical</b>	2%	2%	4%	3%	5%	4%
	<b>Very Important</b>	15%	12%	14%	17%	21%	14%
	<b>Somewhat Important</b>	23%	25%	22%	24%	22%	27%
	<b>Somewhat Unimportant</b>	7%	6%	4%	7%	5%	7%
	<b>Not Important At All</b>	52%	54%	54%	48%	47%	48%
	<b>Don't Know, Refused</b>	2%	1%	2%	1%	1%	1%
<b>Importance Of Pre Paid Burial Service</b>	<b>Critical</b>			8%	6%	6%	10%
	<b>Very Important</b>			34%	31%	40%	29%
	<b>Somewhat Important</b>			26%	32%	25%	33%
	<b>Somewhat Unimportant</b>			3%	3%	3%	4%
	<b>Not Important At All</b>			28%	25%	24%	23%
	<b>Don't Know, Refused</b>			2%	3%	1%	1%
<b># of Respondents</b>				864	810	865	962

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 32: BENEFITS DIVISION - INFORMATION FROM, CONTACT WITH & SATISFACTION**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
<b>Satisfaction With Information On Benefits</b>	<b>Very Satisfied</b>			26%	27%	25%	34%
	<b>Satisfied</b>			58%	61%	62%	53%
	<b>Dissatisfied</b>			12%	10%	10%	10%
	<b>Very Dissatisfied</b>			3%	1%	2%	1%
	<b>Don't Know, Refused</b>			1%	1%	1%	1%
<b># of Respondents</b>				864	810	865	962
<b>Main Reason Dissatisfied</b>	<b>Not Enough Info Before Medical Visit</b>			1%			
	<b>Too Much Info All At Once</b>			2%	2%	8%	5%
	<b>Field Stations Do Not Get Info</b>			8%	4%	6%	5%
	<b>Not Enough Info Provided</b>			78%	82%	68%	76%
	<b>News All Bad</b>			2%	1%	1%	1%
	<b>Need Rep – Not Computer</b>			5%	5%	16%	10%
	<b>No Info On Mariflex</b>			1%			1%
	<b>No Info On Rx Plans</b>						1%
<b># of Respondents</b>	<b>Not Ascertained</b>			3%	5%	2%	2%
				128	97	105	111
<b>Satisfaction With Knowing Who To Call For Questions</b>	<b>Very Satisfied</b>	24%	29%	28%	29%	27%	36%
	<b>Satisfied</b>	61%	56%	59%	61%	62%	53%
	<b>Dissatisfied</b>	9%	9%	8%	9%	9%	7%
	<b>Very Dissatisfied</b>	4%	4%	4%	1%	2%	2%
	<b>Don't Know, Refused</b>	2%	2%	1%	1%	0%	1%

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 32: BENEFITS DIVISION - INFORMATION FROM, CONTACT WITH & SATISFACTION (Continued)**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
<b>Tried To Contact Benefits Department Past Year</b>	<b>No</b>	47%	45%	51%	49%	43%	50%
	<b>Yes</b>	52%	55%	48%	50%	57%	49%
	<b>Don't Know, Refused</b>	1%	0%	1%	1%	0%	1%
<b># of Respondents</b>		705	779	864	810	865	962
<b>Able To Talk With Someone In Benefits</b>	<b>No</b>	14%	10%	9%	9%	9%	5%
	<b>Yes</b>	86%	90%	91%	91%	90%	95%
	<b>Don't Know, Refused</b>	1%				0%	0%
<b># of Respondents</b>		369	428	420	408	489	475
<b>Satisfaction With Courtesy Of Staff</b>	<b>Very Satisfied</b>	48%	57%	55%	57%	53%	67%
	<b>Satisfied</b>	44%	37%	39%	38%	42%	31%
	<b>Dissatisfied</b>	5%	4%	4%	4%	3%	1%
	<b>Very Dissatisfied</b>	2%	1%	3%	1%	1%	1%
	<b>Don't Know, Refused</b>	1%	1%			1%	1%
<b>Satisfaction With Timeliness Of Response</b>	<b>Very Satisfied</b>	40%	47%	45%	46%	45%	62%
	<b>Satisfied</b>	47%	38%	42%	40%	48%	31%
	<b>Dissatisfied</b>	9%	10%	8%	10%	5%	5%
	<b>Very Dissatisfied</b>	3%	4%	5%	3%	2%	3%
	<b>Don't Know, Refused</b>	1%	1%	1%	0%	0%	
<b>Satisfaction With Ability To Get Questions Answered</b>	<b>Very Satisfied</b>	39%	47%	47%	46%	44%	60%
	<b>Satisfied</b>	50%	45%	45%	42%	48%	31%
	<b>Dissatisfied</b>	8%	5%	5%	9%	6%	5%
	<b>Very Dissatisfied</b>	3%	2%	3%	2%	2%	3%
	<b>Don't Know, Refused</b>	1%			1%	0%	0%
<b>Overall Satisfaction With Services Of Benefits Division</b>	<b>Very Satisfied</b>	39%	47%	47%	46%	47%	42%
	<b>Satisfied</b>	53%	44%	46%	46%	48%	49%
	<b>Dissatisfied</b>	6%	7%	5%	7%	4%	4%
	<b>Very Dissatisfied</b>	1%	2%	3%	1%	1%	1%
	<b>Don't Know, Refused</b>	1%	1%			0%	4%
<b># of Respondents</b>		318	387	385	373	443	962

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 34: OPEN ENROLLMENT**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
<b>How Receive Last Open Enrollment Package</b>	<b>Not Employed</b>	4%	7%	3%	2%	1%	0%
	<b>Department Liaison</b>	12%	11%	10%	7%	16%	22%
	<b>Inter Dept Mail</b>	16%	18%	17%	15%	15%	19%
	<b>Mailed To Home</b>	8%	8%	7%	7%	4%	3%
	<b>On-Line</b>	34%	36%	42%	49%	48%	39%
	<b>Pick Up Designated Location</b>	15%	13%	15%	16%	14%	16%
	<b>Other</b>	6%	1%		1%	0%	0%
	<b>Not Asked</b>		0%	0%		0%	0%
	<b>Don't Know, Refused</b>	5%	5%	6%	2%	1%	1%
<b># of Respondents</b>		705	779	864	810	865	962
<b>Changes To Benefits In Last Year</b>	<b>No</b>	44%	57%	61%	55%	49%	21%
	<b>Yes</b>	55%	42%	38%	44%	50%	79%
	<b>Don't Know, Refused</b>	1%	1%	1%	2%	1%	1%
<b># of Respondents</b>		674	743	838	795	855	960
<b>How Complete Open Enrollment Process</b>	<b>On-Line</b>	79%	85%	88%	93%	89%	97%
	<b>Hard Copy Form</b>	17%	14%	11%	5%	9%	2%
	<b>Other</b>	2%	0%	1%	1%	0%	
	<b>Don't Know, Refused</b>	2%	1%	0%	1%	2%	1%
<b>Satisfaction With Last Open Enrollment</b>	<b>Very Satisfied</b>	38%	47%	46%	49%	30%	46%
	<b>Satisfied</b>	49%	46%	46%	44%	48%	41%
	<b>Dissatisfied</b>	11%	5%	6%	5%	14%	9%
	<b>Very Dissatisfied</b>	2%	1%	1%	1%	9%	3%
	<b>Don't Know, Refused</b>	1%	0%	1%	0%		0%
<b># of Respondents</b>		374	312	321	352	430	755
<b>Main Reason Dissatisfied</b>	<b>No Enrollment Packet</b>	6%					5%
	<b>No Response To Questions</b>	4%	5%			3%	5%
	<b>Customer Service</b>	8%	14%	17%		3%	6%
	<b>Lack Of Information</b>	25%	33%	52%	39%	23%	27%
	<b>No On-Line Access</b>	8%			13%	8%	1%
	<b>Dislike On-Line System</b>	12%	19%	17%	17%	54%	49%
	<b>Multiple &amp; Other Reasons</b>	29%	24%	9%	4%	2%	3%
	<b>Don't Know, Refused</b>	8%	5%	4%	26%	6%	4%
<b># of Respondents</b>		51	21	23	23	98	98



# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 34: OPEN ENROLLMENT (Continued)**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
<b>Preferred Method To Receive Open Enrollment Material</b>	<b>Dept Liaison</b>	8%	6%	7%	7%	9%	13%
	<b>Inter Dept Mail</b>	24%	23%	21%	19%	20%	25%
	<b>Mailed Home</b>	24%	22%	22%	16%	15%	9%
	<b>On Line</b>	32%	38%	42%	49%	49%	43%
	<b>Pick Up Location</b>	7%	8%	7%	8%	7%	9%
	<b>Other</b>	3%	1%	0%	0%	0%	0%
	<b>DK Refused</b>	2%	2%	2%	2%	1%	1%
<b>Preferred Method To Submit Elections</b>	<b>On Line</b>	65%	68%	68%	84%	78%	86%
	<b>Phone</b>	3%	2%	2%	1%	1%	1%
	<b>Paper</b>	21%	20%	20%	11%	12%	10%
	<b>Location With Assistance</b>	6%	7%	9%	3%	8%	3%
	<b>Other</b>	4%	1%		0%		
	<b>DK Refused</b>	1%	1%	1%	0%	1%	1%
<b># of Respondents</b>		705	779	864	810	865	962

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 35: HOUSEHOLD COMPOSITION**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Number Persons In Household</b>	<b>One</b>	15%	12%	16%	18%	17%	15%
	<b>Two</b>	34%	31%	32%	31%	34%	32%
	<b>Three</b>	21%	23%	20%	21%	21%	22%
	<b>Four</b>	16%	20%	19%	16%	17%	18%
	<b>Five</b>	8%	8%	7%	8%	7%	8%
	<b>Six</b>	4%	3%	3%	3%	3%	2%
	<b>Seven</b>	1%	2%	1%	1%	1%	2%
	<b>Eight +</b>	1%	0%	1%	0%	0%	0%
	<b>Refused</b>	1%	0%	1%		0%	1%
<b>Number of Children 17 Or Younger</b>	<b>None</b>	56%	51%	54%	56%	57%	56%
	<b>One</b>	21%	21%	19%	20%	20%	19%
	<b>Two</b>	14%	18%	18%	15%	16%	16%
	<b>Three</b>	6%	8%	6%	5%	5%	6%
	<b>Four</b>	2%	1%	1%	3%	2%	2%
	<b>Five</b>	0%	0%	1%	0%	1%	1%
	<b>Six</b>			0%			0%
	<b>Refused</b>	1%	0%	1%		0%	1%
<b>Number Persons 18 Or Older</b>	<b>None</b>		0%		0%		
	<b>One</b>	23%	20%	22%	24%	23%	21%
	<b>Two</b>	55%	58%	57%	59%	60%	57%
	<b>Three</b>	15%	15%	14%	12%	12%	16%
	<b>Four</b>	6%	5%	4%	4%	4%	4%
	<b>Five</b>	1%	1%	1%	1%	0%	1%
	<b>Six</b>	0%	0%	0%	0%	0%	
	<b>Seven</b>		0%			0%	
	<b>Refused</b>	1%	0%	1%		0%	1%
<b>Number Adults Employed</b>	<b>None</b>		0%		0%		
	<b>One</b>	35%	32%	37%	38%	35%	33%
	<b>Two</b>	50%	52%	50%	51%	56%	53%
	<b>Three</b>	10%	12%	10%	7%	8%	11%
	<b>Four</b>	3%	2%	1%	2%	1%	2%
	<b>Five</b>	1%	1%	0%	0%	0%	0%
	<b>Six</b>			0%	0%	0%	
	<b>Seven</b>		0%			0%	
	<b>Refused</b>	1%	0%	1%		0%	1%
<b># of Respondents</b>		705	779	864	810	865	962

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 36: EMPLOYMENT INFORMATION**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Number Of Years Employed by Maricopa County</b>	<b>Less Year</b>	7%	7%	7%	6%	7%	6%
	<b>1-2 Years</b>	25%	27%	23%	23%	23%	25%
	<b>3-4 Years</b>	13%	17%	19%	19%	18%	14%
	<b>5-9 Years</b>	20%	19%	20%	20%	24%	25%
	<b>10-14 Years</b>	18%	16%	15%	13%	9%	9%
	<b>15 Years +</b>	18%	15%	15%	18%	19%	20%
<b>Hourly Salary</b>	<b>Less than \$10</b>	21%	10%	11%	7%	5%	2%
	<b>\$10.00-\$12.49</b>	14%	14%	16%	13%	11%	8%
	<b>\$12.50-\$14.99</b>	18%	20%	21%	18%	18%	19%
	<b>\$15.00-\$19.99</b>	20%	27%	24%	30%	32%	29%
	<b>\$20.00-\$24.99</b>	15%	14%	14%	15%	15%	18%
	<b>\$25.00 Plus</b>	11%	15%	16%	18%	19%	24%
<b># of Respondents</b>	<b>NA</b>		0%	0%			
		705	779	864	810	865	962

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 37: DEMOGRAPHIC INFORMATION**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Gender</b>	<b>Male</b>	41%	42%	44%	43%	41%	46%
	<b>Female</b>	59%	58%	56%	57%	59%	54%
<b>Age of Employee</b>	<b>18-29</b>	13%	14%	17%	14%	16%	17%
	<b>30-34</b>	13%	15%	15%	12%	12%	11%
	<b>35-39</b>	11%	12%	13%	12%	13%	13%
	<b>40-44</b>	14%	16%	12%	13%	14%	14%
	<b>45-49</b>	16%	15%	13%	16%	14%	14%
	<b>50-54</b>	14%	15%	14%	16%	13%	14%
	<b>55-59</b>	12%	9%	11%	9%	11%	11%
	<b>60 plus</b>	7%	4%	6%	7%	7%	7%
<b># of Respondents</b>		705	779	864	810	865	962

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**TABLE 38: CHARITABLE GIVING**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Satisfaction With Combined Charitable Giving Campaign</b>	<b>Very Satisfied</b>		8%	8%	8%	10%	18%
	<b>Satisfied</b>		44%	50%	51%	57%	60%
	<b>Dissatisfied</b>		8%	6%	5%	7%	6%
	<b>Very Dissatisfied</b>		3%	2%	2%	2%	2%
	<b>Did Not Know About Campaign</b>	100%	25%	22%	19%	11%	8%
	<b>Don't Know, Refused</b>		12%	13%	15%	13%	7%
<b># of Respondents</b>		705	779	864	810	865	962

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**Table 39 - MEAN IMPORTANCE SCORES**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Health Insurance</b>	<b>Score</b>	9.06	9.15	9.09	9.08	9.05	9.03
	<b>Number of Employees Responding</b>	702	779	860	808	860	958
<b>Health Insurance Allowing Any Dr.</b>	<b>Score</b>	7.96	7.96	7.93	7.95	7.75	7.99
	<b>Number of Employees Responding</b>	701	778	857	805	860	957
<b>Limit Dr. Choice But Less Expensive</b>	<b>Score</b>	5.32	5.57	5.8	5.68	5.59	5.92
	<b>Number of Employees Responding</b>	690	771	850	772	852	946
<b>Dependent Health Insurance</b>	<b>Score</b>	7.2	7.18	7.09	7.13	7	7.22
	<b>Number of Employees Responding</b>	693	776	850	802	856	956
<b>Cash Option in Lieu of Co. Contribution</b>	<b>Score</b>	5.38	5.22	5.47	5.44	5.34	5.45
	<b>Number of Employees Responding</b>	659	733	749	750	775	920
<b>Importance Of Mental Health Coverage</b>	<b>Score</b>	7.16	7.3	7.36	7.48	7.59	7.2
	<b>Number of Employees Responding</b>	697	769	846	803	851	955
<b>Importance Of Dental Insurance</b>	<b>Score</b>	8.77	8.9	8.76	8.89	8.98	8.87
	<b>Number of Employees Responding</b>	703	778	858	805	855	962
<b>Dental Insurance Allowing Any Dentist</b>	<b>Score</b>	7.9	7.82	7.76	7.78	7.74	7.85
	<b>Number of Employees Responding</b>	701	777	858	807	850	960
<b>Dental Insurance Limiting Choices But Less Expensive</b>	<b>Score</b>	5.43	5.42	5.63	5.6	5.65	5.77
	<b>Number of Employees Responding</b>	693	768	853	781	846	955
<b>Dental Insurance For Dependents</b>	<b>Score</b>	7.27	7.39	7.23	7.49	7.29	7.49
	<b>Number of Employees Responding</b>	682	771	842	796	832	960
<b>Importance Of Routine Vision Coverage</b>	<b>Score</b>	8.44	8.56	8.53	8.43	8.54	8.31
	<b>Number of Employees Responding</b>	699	770	848	804	853	959
<b>Importance Of Rx Coverage</b>	<b>Score</b>	.	.	9.07	9.14	9.14	8.88
	<b>Number of Employees Responding</b>	0	0	853	807	853	962
<b>Rx Coverage For Brand Name Drugs</b>	<b>Score</b>	.	.	6.97	6.93	6.91	6.9
	<b>Number of Employees Responding</b>	0	0	852	804	848	956
<b>Rx Coverage With Low Co-pay For Generic</b>	<b>Score</b>	.	.	8.13	7.97	8.01	7.99
	<b>Number of Employees Responding</b>	0	0	848	805	848	957
<b>Rx By Mail</b>	<b>Score</b>	.	.	5.16	5.4	5.44	5.6
	<b>Number of Employees Responding</b>	0	0	830	786	839	946
<b>Importance Of Life Insurance Coverage</b>	<b>Score</b>	8.13	8.26	8.28	8.31	8.33	8.22
	<b>Number of Employees Responding</b>	702	778	857	810	863	961
<b>Importance Of Supplemental Life Insurance</b>	<b>Score</b>	7.06	7.21	7.33	7.3	7.28	7.31
	<b>Number of Employees Responding</b>	697	774	854	808	859	959
<b>Importance Of Retirement Plan</b>	<b>Score</b>	9.19	9.19	9.19	9.29	9.26	9.14
	<b>Number of Employees Responding</b>	703	776	857	808	863	959
<b>Importance Of Short Term Disability Coverage</b>	<b>Score</b>	7.91	8.08	8.28	8.23	8.28	7.91
	<b>Number of Employees Responding</b>	699	768	849	804	853	947
<b>Importance Of Deferred Compensation Plan</b>	<b>Score</b>	7.7	7.56	7.37	7.57	7.56	7.49
	<b>Number of Employees Responding</b>	675	734	815	770	797	935
<b>Importance Of Mariflex</b>	<b>Score</b>	5.24	5.15	5.11	5.2	5.37	4.98
	<b>Number of Employees Responding</b>	603	657	734	717	653	890

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**Table 39 - MEAN IMPORTANCE SCORES (Continued)**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
Importance Of EAP	Score	.	.	7.32	7.33	7.38	7.03
	Number of Employees Responding	0	0	730	708	731	870
Importance Of Employee Wellness Program	Score	.	.	6.72	6.85	6.98	6.5
	Number of Employees Responding	0	0	745	721	752	908
Importance Of Retiree Health Insurance	Score	.	.	7.6	7.7	7.75	7.08
	Number of Employees Responding	0	0	836	792	834	930
Importance Of Home Owner & Auto Insurance	Score	6.04	5.79	5.12	4.94	5.08	4.77
	Number of Employees Responding	694	769	705	641	688	777
Importance Of Ergonomics Program	Score					6.67	6.33
	Number of Employees Responding					714	850
Importance Of Staff To Answer FMLA Questions	Score					8.4	8.01
	Number of Employees Responding					848	947
Importance Of Long Term Care Insurance	Score	7.01	6.8	6.94	7.18	7.18	7.1
	Number of Employees Responding	687	769	847	796	856	954
Importance Of Resource & Referrel For Child or Elder Care	Score	6.24	6.12	6.29	6.2	6.36	6.42
	Number of Employees Responding	693	774	849	797	863	958
Importance Of Sick Child Care Benefit	Score	5.87	5.81	5.8	5.87	6.07	6.26
	Number of Employees Responding	692	770	843	798	854	954
Importance Of Child Care Benefit	Score	5.74	5.67	5.62	5.62	5.86	6.03
	Number of Employees Responding	694	767	844	792	857	955
Importance Of Elder Care Benefit	Score	6.33	6.16	6.37	6.41	6.6	6.59
	Number of Employees Responding	693	772	843	798	857	958
Importance Of Pre-Retirement Planning	Score	7.34	7.16	7.37	7.55	7.54	7.54
	Number of Employees Responding	698	771	853	804	862	953
Importance Of Mortgage Program	Score	5.09	5.38	5.65	5.88	6.04	6.07
	Number of Employees Responding	691	771	843	785	840	949
Importance Of Adoption Assistance	Score	4.06	4.19	4.48	4.69	4.87	4.92
	Number of Employees Responding	686	762	839	781	846	952
Importance Of Prepaid Legal Services	Score	5.39	5.32	5.83	5.87	6.2	6.02
	Number of Employees Responding	696	767	849	798	853	950
Importance Of Pet Insurance	Score	4.16	4.03	4.19	4.39	4.63	4.38
	Number of Employees Responding	694	771	851	802	855	953
Importance Of Pre Paid Burial Service	Score	.	.	5.77	5.83	6.04	5.98
	Number of Employees Responding	0	0	850	787	857	948

Scores range from a high of 10 (Critical) to a low of 2 (Not Important At All).

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**Table 40 - MEAN SATISFACTION SCORES**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
General Satisfaction With Employee	Score	5.83	6.14	6.24	6.46	6.36	6.48
Benefits	Number of Employees Responding	697	771	854	801	851	955
Satisfaction With Health Insurance Plan	Score	5.92	6.32	6.24	6.59	6.49	6.73
	Number of Employees Responding	615	687	772	710	757	826
Satisfaction With Dependent Coverage	Score	6.08	6.49	6.39	6.76	6.65	6.7
	Number of Employees Responding	328	409	454	413	420	470
Satisfaction With Alternative Medicine	Score	5.7	6.05	6.11	6.09	6.09	6.14
Coverage	Number of Employees Responding	355	398	399	403	474	587
Satisfaction With Mental Health Coverage	Score	5.88	6.18	6.22	6.22	6.2	6.44
	Number of Employees Responding	451	513	589	546	652	789
Satisfaction With Dependent Dental	Score	5.59	6.14	6.2	6.26	6.21	6.49
	Number of Employees Responding	317	392	442	405	432	482
Overall Satisfaction With Dental Insurance	Score	5.7	6.19	6.14	6.19	6.2	6.4
	Number of Employees Responding	580	651	737	690	740	825
Satisfaction With Vision Benefits	Score	6.12	6.44	6.43	6.48	6.42	6.61
	Number of Employees Responding	500	580	657	621	686	776
Satisfaction With Rx Plan	Score	.	.	6.02	6.39	6.34	6.59
	Number of Employees Responding	0	0	738	690	699	807
Satisfaction With Basic Life Insurance	Score	6.24	6.2	6.3	6.35	6.37	6.58
Benefit	Number of Employees Responding	671	736	822	786	849	950
Satisfaction With Supplemental Life Offered	Score	6.13	6.31	6.37	6.42	6.37	6.56
	Number of Employees Responding	576	602	659	707	714	865
Satisfaction With Dependent Life Offered	Score	5.91	6.05	6.11	6.12	6.06	6.29
	Number of Employees Responding	465	485	492	550	559	736
Overall Satisfaction With Retirement Benefit	Score	6.09	6.2	6.3	6.36	6.42	6.61
	Number of Employees Responding	646	724	792	767	831	925
Satisfaction With Short Term Disability	Score	5.92	6.2	6.3	6.28	6.28	6.43
Benefit	Number of Employees Responding	567	612	710	647	717	867
Satisfaction With Nationwide Retirement	Score	6.1	6.29	6.27	6.47	6.4	6.55
Solutions	Number of Employees Responding	564	596	647	605	659	796
Satisfaction With NRS Customer Service	Score	6.47	6.55	6.54	6.79	6.59	6.84
	Number of Employees Responding	330	336	379	378	389	466
Satisfaction With Mariflex	Score	7.29	7.31	7.16	7.11	6.59	7.15
	Number of Employees Responding	59	67	83	103	119	130
Satisfaction With EAP	Score	.	.	6.39	6.33	6.26	6.47
	Number of Employees Responding	0	0	559	531	589	763
Satisfaction With Employee Wellness	Score	.	.	6.27	6.3	6.2	6.31
Program	Number of Employees Responding	0	0	605	580	618	815
Satisfaction With Retiree Health Insurance	Score	.	.	5.7	5.58	5.66	5.6
	Number of Employees Responding	0	0	545	522	602	690



# Maricopa County Employee Benefits Survey FY2001 - FY2006

**Table 40 - MEAN SATISFACTION SCORES (Continued)**

		FY2001	FY2002	FY2003	FY2004	FY2005	FY2006
Satisfaction With Home Owner & Auto Insurance	Score	.	.	5.86	5.76	5.77	5.95
	Number of Employees Responding	0	0	295	265	356	549
Satisfaction With Ergonomics Program	Score					5.82	5.99
	Number of Employees Responding					595	741
Satisfaction With Staff To Answer FMLA Questions	Score					6.25	6.47
	Number of Employees Responding					679	791
Satisfaction With Information On Benefits	Score	.	.	6.18	6.27	6.22	6.43
	Number of Employees Responding	0	0	852	804	856	954
Satisfaction With Knowing Who To Call For Questions	Score	6.16	6.25	6.22	6.37	6.29	6.51
	Number of Employees Responding	683	765	853	803	861	953
Satisfaction With Courtesy Of Staff	Score	6.78	7.03	6.91	7	6.97	7.28
	Number of Employees Responding	316	385	382	373	440	446
Satisfaction With Timeliness Of Response	Score	6.47	6.57	6.54	6.61	6.73	7.03
	Number of Employees Responding	315	385	381	372	441	449
Satisfaction With Ability To Get Questions Answered	Score	6.53	6.75	6.71	6.64	6.66	6.97
	Number of Employees Responding	316	387	382	371	442	448
Overall Satisfaction With Services Of Benefits Division	Score	6.63	6.73	6.73	6.74	6.81	6.73
	Number of Employees Responding	316	385	385	373	441	925
Satisfaction With Last Open Enrollment	Score	6.46	6.79	6.79	6.83	5.96	6.61
	Number of Employees Responding	371	311	317	351	430	752
Satisfaction With Combined Charitable Giving Campaign	Score	.	5.82	5.94	5.96	5.96	6.22
	Number of Employees Responding	0	489	561	530	657	821
General Satisfaction With Employee Benefits - Last Question	Score	6.14	6.46	6.39	6.64	6.63	6.84
	Number of Employees Responding	692	771	857	805	844	957

Scores range from a high of 8 ( Very Satisfied) to a low of 2 (Very Dissatisfied).

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**Table 41 - MEAN AGREEMENT SCORES**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
<b>Benefits Explained Well When You Started With M.C.</b>	<b>Score</b>	5.83	6.1	6.1	6.24	6.1	6.2
	<b>Number of Employees Responding</b>	676	761	840	782	825	939
<b>Know Where To Get Information Regarding Benefits</b>	<b>Score</b>	6.1	6.22	6.27	6.41	6.23	6.36
	<b>Number of Employees Responding</b>	691	774	858	805	852	955
<b>County Benefits As Good As Other Valley Employers</b>	<b>Score</b>	5.37	5.87	6	6.2	6.14	6.37
	<b>Number of Employees Responding</b>	641	710	763	711	768	857
<b>County Benefit Program Meets Needs</b>	<b>Score</b>	5.77	6.06	6.16	6.32	6.28	6.38
	<b>Number of Employees Responding</b>	696	769	855	799	857	957
<b>Medical Plan Protects Against Major Risks</b>	<b>Score</b>	5.79	6.05	6.05	6.18	6.2	6.36
	<b>Number of Employees Responding</b>	584	675	743	698	742	816
<b>Willing To Pay More To Access Specialists</b>	<b>Score</b>	5.42	5.64	5.53	5.52	5.48	5.69
	<b>Number of Employees Responding</b>	600	678	751	698	737	818
<b>In-Network Referrals Relatively Easy</b>	<b>Score</b>	5.25	5.46	5.39	5.72	5.61	5.78
	<b>Number of Employees Responding</b>	529	612	677	632	681	731
<b>Dependent Coverage Include Non-Related Adults</b>	<b>Score</b>	5.13	5.2	5.16	5.25	5.3	5.21
	<b>Number of Employees Responding</b>	589	669	724	671	714	803
<b>Dental Plan Protects Against Major Risks</b>	<b>Score</b>	5.07	5.34	5.32	5.36	5.51	5.63
	<b>Number of Employees Responding</b>	588	656	739	678	751	827
<b>Willing To Pay More To Expand Dentist Choice</b>	<b>Score</b>	5.09	5.03	4.95	4.96	4.99	5.04
	<b>Number of Employees Responding</b>	622	682	765	711	770	839
<b>Willing To Pay More For More Orthodontic Coverage</b>	<b>Score</b>	5.29	5.27	5.24	5.3	5.28	5.33
	<b>Number of Employees Responding</b>	612	666	752	695	762	839
<b>Willing To Pay More For More Provider Choices</b>	<b>Score</b>	5.07	4.79	4.71	4.7	4.71	4.87
	<b>Number of Employees Responding</b>	535	643	707	681	729	816
<b>Schwab Personal Retirement Account is Valuable Tool</b>	<b>Score</b>	6.24	6.25	6.46	6.47	6.5	6.64
	<b>Number of Employees Responding</b>	280	272	328	296	309	389
<b>Enough Investment Option Choices</b>	<b>Score</b>	5.72	5.86	5.87	6.04	5.99	6.09
	<b>Number of Employees Responding</b>	331	360	401	389	421	499
<b>Want To Know More About Allocation Of Contributions</b>	<b>Score</b>	5.91	5.95	5.9	5.77	5.8	5.96
	<b>Number of Employees Responding</b>	345	374	411	400		
<b>Financial Planning Training Helps Make Wise Choices</b>	<b>Score</b>	5.84	5.9	5.9	6.03		
	<b>Number of Employees Responding</b>	318	336	356	338	424	508

Scores range from a high of 8 (Strongly Agree) to a low of 2 (Strongly Dissagree).

# Maricopa County Employee Benefits Survey FY2001 - FY2006

**Table 42 - MEAN HEALTH PLAN RATING SCORE**

		<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>
Overall Rating of Experience with Health Plan	<b>Score</b>	6.63	7.3	7.27	7.62	7.62	7.85
	<b>Number of Employees Responding</b>	614	688	770	707	749	817

Scores range from a high of 10 to a low of 0.